

Question Bank in Office Practice

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Foreword

The programme of vocationalization of Higher Secondary education has been accepted by the country as it holds forth great promise for linking education with the productivity and economic development of the country by providing education for better employability of the youth.

In view of the importance of the programme, the NCERT is making an all out effort to provide academic support to the implementing agencies in the States. One of the major contributions of the NCERT is in the field of curriculum development and in the development of model instructional materials including test items. The materials are developed through workshops in which experts, subject specialists, employers' representatives, curriculum framers and teachers of vocational courses are involved.

The present book entitled *Question Bank in Office Practice* has been developed in the manner described above and is meant for the vocational commerce teachers teaching Office Practice. It is being published for wider dissemination among vocational commerce teachers. I hope that they will find the "*Question Bank*" useful.

I am grateful to all those who have contributed to the development of this Question Bank. I must acknowledge also the immense interest taken by Prof. Arun K. Mishra, Head, Department of Vocationalization of Education in inspiring his colleagues in their endeavours to develop instructional materials. Dr. Prabhakar Raizada, Reader, functioned as the Project Coordinator for the development of this title. He has my appreciation and thanks for planning, designing and conducting the workshop, for technical editing and for seeing this Question Bank through the press.

Suggestions for improvement of the Question Bank will be welcome.

P.L. MALHOTRA
Director
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Research and Training

Preface

Ever since the introduction of vocationalization in our school system by several States in our country the paucity of appropriate instructional materials has been felt as one of the major constraints in the implementation of the programme and a source of great hardship to pupils offering vocational studies at the Higher Secondary stage.

The Department of Vocationalization of Education of the National Council of Educational Research and Training, New Delhi has started a modest programme of developing instructional materials of diverse types to fill this void in all major areas of vocational education. The task is too gigantic to be completed by any single agency but the model materials being developed by us might provide guidance and impetus to the authors and agencies desiring to contribute in this area. These are based on the national guidelines developed by a working group of experts constituted by the NCERT.

Test materials in the area of Office Practice specially for the Higher Secondary vocational stream are just not available. Teachers find it difficult to conduct practical tests as, by and large, they do not know what the practicals are and how to design practical test items. The present volume on *QUESTION BANK IN OFFICE PRACTICE* has been developed to meet the felt need of vocational teachers of Office Practice/Office Management/Office Secretaryship/Office Assistantship/Secretarial Practice. It contains several types of test items for evaluating students' progress, measuring cognitive abilities, testing their marketable skills properly, assessing their personality traits, judging the effectiveness of the training programme as well as helping the evaluators for proper formative and summative evaluation of the process and product. In fact, the need is real because little attention has been focussed on evaluation of psychomotor skills.

In the absence of suitable test items, the teachers and examiners have to rely on theoretical essay type questions given in textbooks. Thus, the assessment procedures are highly subjective and divorced from instructional objectives of vocational education.

The Department of Vocationalisation of Education undertook

designing the question bank as a developmental project. The experimental edition of the volume was developed and finalized in a workshop organised by the Department at Lucknow. The participants included experts, teacher educators and experienced teachers from all over the country. The main objective was to prepare a volume containing a variety of test items topicwise.

The present "Question Bank" contains 775 test items — objective type multiple choice, very short answer type, short answer type and work assignments with an answer key to objective and short answer type questions and materials required for completing work assignments.

The question bank, thus prepared, was circulated to receive the feedback from the teachers in the States of Tamil Nadu, Andhra Pradesh, Maharashtra, Uttar Pradesh, Haryana, Gujarat, Delhi and Demonstration Schools of Regional Colleges of Education at Ajmer, Bhopal, Bhubaneswar and Mysore. After a period of one year for the try-out, the feedback was received and, accordingly, the experimental volume was suitably reviewed and revised in the Department. The names of contributors are mentioned elsewhere and their contributions are admirably acknowledged. We are grateful to all the teachers and institutions who have sent their comments to improve the Question Bank. Dr. Prabhakar Raizada, Reader and Coordinator of this project and Shri C.K. Misra, Reader, Department of Vocationalization of Education, deserve special thanks for editing and bringing the manual into the present form.

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GANDHIJI'S TALISMAN

"I will give you a talisman. Whenever you are in doubt or when the self becomes too much with you, apply the following test :

Recall the face of the poorest and the weakest man whom you may have seen and ask yourself if the step you contemplate is going to be of any use to him. Will he gain anything by it ? Will it restore him to a control over his own life and destiny ? In other words, will it lead to Swaraj for the hungry and spiritually starving millions ?

Then you will find your doubts and your self melting away."

M.K. Gandhi

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Introduction

Office Practice

Office Practice is a widely demanded subject under the vocational commerce stream at the Higher Secondary stage. However, the nomenclature of the subject differs from State to State, e.g., Office Assistantship, Office Management, Office Secretaryship, Secretarial Assistantship, Secretarial Practice and Stenography, etc. An office is the place in which the numerous and varied activities requiring the “paper work” of an organization are carried on. Office work includes four main activities — recording, computing, classifying (filing) and communicating. A secretary is an assistant to an executive, possessing mastery of office skills and ability to assume responsibility without direct supervision, who displays initiative, exercises judgement, and make decisions within the scope of his/her authority.

Evaluation of Students' Progress

One of the most important responsibilities of Office Practice teachers is that of testing the students' progress. Evaluation is the process of determining how much progress students are making towards the achievement of goals set for them in a course. In fact, important differences exist between the evaluation of a general subject and evaluation of a skill subject. In a skill subject like Office Practice, we are mainly concerned with manipulative skills and not merely with theoretical knowledge. The evaluation of students' progress is a continuous process. The vocational area has to be divided into a number of operational stages and practical and theory tests are organized after every stage. The methods and devices are : oral test, written test and performance test. The written tests include essay type, short-answer type and objective type test items. The performance tests in Office Practice may include “work assignments”. The oral part of the test is designed to reveal interests and attitudes towards the vocation. The written examination is used to measure the individual's familiarity with information of the area concerned. The practical test is used to measure the degree of skill acquired by the students in the course.

Question Bank

The question bank is a collection of different types of test items related to various topics and sub-topics on a particular subject of study. It is a planned library of questions pooled through collective efforts by teachers and evaluation experts. The chief objective is the improvement of instruction and evaluation procedures.

There are a number of advantages of developing a Question Bank. The questions can be used for introducing a topic in the classroom, for presenting the subject-matter, and for revising the content of the lesson. A question bank can help authors and writers at the time of designing suitable textbooks. A pool of test items can be used for conducting periodical tests. Such a stock of questions can also be used by paper setters and external examiners for conducting oral, written and practical examinations. The most important aim is to find out the students' weaknesses and provide data for remedial teaching. This means that a question bank is useful for both formative and summative evaluation. The students can use it for their self-evaluation and can also revise their lessons at the end of the course.

Evaluation of Skill Aspect

In India a lot of work has been done in the area of oral tests and written examinations but very little has been done to organize performance tests. The essay type questions are readily available in textbooks and reference books but test items for oral questioning and practical tests (i.e. work assignments) are generally not given in books. Moreover, an ordinary teacher cannot be expected to develop a large number of quality questions to assess various aspects of the course content, i.e., knowledge, understanding, skill and personality traits. This means that in the absence of a question bank, the quality of oral, written and practical tests is bound to suffer.

Apart from this, Office Practice as a vocational course at the Higher Secondary stage is a new development and test items, particularly on practical aspects, are just not available. That is why the preparation of quality work assignments has to be undertaken by national as well as

state-level agencies, e.g., NCERT, SCERT, Board of Secondary Education, SIE, Colleges of Education, etc.

Writing and Processing of Test Items

A good question bank is one that contains test items on all topics in a subject and for testing all types of abilities — cognitive, affective and psychomotor. The most popular and widely used objective type questions are multiple choice questions. The objective type and short answer type questions should invariably be accompanied by an answer-key and outline answers. It is better if the questions are designed by experienced practising teachers. A number of such workshops may be organized for preparing pools of questions in different vocational subjects. All the questions should be discussed by the participants, one by one. The questions should be well worded and should be written in a proper sequence. The question bank, thus prepared, should be tried out further on a small scale for further refinement. Estimated difficulty level may be indicated if necessary, on a three point scale e.g., 'A' for difficult, 'B' for average and 'C' for easy. The actual difficulty value, however, can be ascertained only after the try-out of the questions.

Broadly speaking, four major forms of questions are designed, namely, the objective type, short answer type, essay type and work assignments. A judicious combination of the above mentioned four types of tests should find a place in the question bank. These question banks should be ultimately printed in the form of booklets for distribution to the vocational institutions for their students' evaluation. These should be screened from time to time to discard the test items which become obsolete due to new developments in the subject area. "Dead Wood, therefore, must be continuously removed and new aspects added." Just like of curriculum, updating of the question bank should be a continuous process.

DR. PRABHAKAR RAIZADA
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Unit I: Office Management

Objective Type Multiple Choice

(1) Office management is called:

- A. labour management
- B. information management
- C. administrative management
- D. space management

(2) Office management is concerned with only.

- A. efficient performance work
- B. guiding the personnel
- C. control of men, materials, machine and methods
- D. none of these

(3) A well designed office system's special feature is:

- A. free flow of work without bottlenecks
- B. to follow uniform procedures for similar transactions
- C. prevention of duplicating work
- D. avoiding unnecessary writing

(4) Work can be successfully completed:

- A. by the hard work of employees
- B. by the sincere supervision of supervisors
- C. by giving more benefits and privileges to workers
- D. by adopting appropriate systems and procedures

(5) An office manual contains:

A. a code of ethics per employers

B. a code of ethics for employers

C. a code of procedures and regulations to be followed

D. government orders

(6) The location of an office must be convenient:

A. to the employer

B. to the employees

C. to the customers and public

D. to develop business

(7) A functional Office Manager should have:

A. line authority on clerical work done in all departments and the general office

B. staff authority on clerical work done in other departments

C. line authority on clerical work done in the general office

D. staff authority on clerical work done in his department only

(8) An organisation chart for an office shows:

A. functions to be done by different positions

B. executives to whom each individual employee is responsible

C. relations which exist between executives

D. all the above three together

(9) Control of office work means ensuring that.

- A. all work in a day must be completed on that day
- B. the work is done in the order, time and manner as planned
- C. only that must work be done which the office work force can completed on that day
- D. on peak load days, the work be finished by working overtime

(10) The type of office work that can be placed under control is.

- A. daily routine work
- B. seasonal work
- C. special assignments
- D. all the above categories of work

(11) Office routine is:

- A. flow of work in the office
- B. a series of steps in the performance of a job.
- C. a method which is to be followed in doing a job
- D. a schedule of work to be done

(12) The standard of an office work is

- A. perfect work in an office
- B. work expected of an employee in an office
- C. work which remains the same for all time to come
- D. work which is done as a routine every day

(13) Scheduling the office work is:

- A. flow of office work from one person to another

B. time-table of office work

C. routine of an office work

D. procedure for office work

(14) Holding the work is denoted by.

- A. a square
- B. a circle
- C. a triangle
- D. an inverted triangle

(15) A large circle denotes:

- A. doing the work
- B. sending the work to another place
- C. holding the work
- D. checking the work

Very Short Answer Type

(16) Name the activity which prescribes the commencement, duration, and ending of any work in an office.

(17) Where should office work be done?

(18) State the departments concerned with the following activities:

- A. Tender
- B. Bin card
- C. Production Innovation
- D. Job Evaluation

(19) Mention any three office operations which can be scheduled.

(20) What is meant by work simplification?

(21) What is the name of the document which lays down the information on operating, office systems

and procedures, methods and routine, etc?

Short Answer Type

(22) Mention any five functions of an office

(23) Enumerate the steps needed to simplify office work.

(24) Mention any ten contents of an office manual.

(25) Mention any seven steps in routing.

(26) What are the consequences of the functional heads planning and supervising all activities in departments?

(27) Explain any four advantages of an open office.

(28) Explain any three principles of delegation of authority.

Work Assignment

A pharmaceutical company sells directly to druggists. It has been established for many years and it has built up an elaborate order handling, routing, involving 21 steps as follows.

1. Mail is opened and orders are removed.
2. Orders are time stamped.
3. Orders are sent to the cashier for examination.
4. Orders are returned to the book-keeper.
5. Orders are divided among the

book-keepers.

6. Book-keepers look up customers ledger accounts.
7. Book-keepers mark amount due, if any, on the order.
8. Orders are sent to the credit department.
9. Clerk copies on house order form.
10. Clerk Prices orders' and computes extensions.
11. Credit man gets customers' credit files.
12. Orders are sent to order writing clerk.
13. Credit-men passes credit.
14. Order copies are sent to stock room for filing.
15. Clerk types invoices in duplicate.
16. Order forms are returned from stock room after filing.
17. Credit man receives credit experience.
18. Clerk checks invoice against orders.
19. Book-keepers post charges to customers accounts.
20. Invoices are mailed to customers.
21. Duplicate invoices are sent to book-keepers.

You are required to preparation a most efficient routine. If need be, unnecessary operations may be eliminated by suggesting suitable reasons.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Key	B	C	A	D	C	D	A	D	B	D	B	B	B	D	A

(16) Scheduling

(17) In functional departments, in the central office and, sometimes, outside the unit.

- (18) A Purchase
 B Stores
 C. Research and Development
 D Production Planning
 E. Personnel

(19) Invoicing, routing, type, preparing wages and pay rolls, preparing periodical statements and returns

(20) Elimination of waste and unnecessary procedures and reduction of time wasting interruptions and delays.

(21) Office Manual

- (22)(a) Handling mail.
 (b) Filing and Indexing
 (c) Public relations
 (d) Safeguarding the assets
 (e) Maintenance of statutory and non-statutory books
 (f) Planning and execution of policies.

(23)(a) Identify the job to be improved.

(b) Make a process flow chart which graphically breaks the job down into details.

(c) Examine each detail of the job.

(d) Develop a new method for accomplishing the task.

(e) Apply new simplified method

(24)(a) General information.

(b) General office rules and regulations

(c) General office facilities

(d) Safety instructions.

(e) Organizational policies.

(f) Executive relationships.

(g) Job descriptions.

(h) Standard practice instructions.

(i) General instructions.

(j) Appendix Specimen forms.

(25)(a) Preparation for the next step.

(b) Registering.

(c) Recording information.

(d) Filing.

(e) Making of records

(f) Computing of every sort.

(g) Checking.

(26)(a) Neglect of office work.

(b) Poor design of the systems.

(c) Obsolete or inappropriate

equipment

(d) Duplicate records.

(e) Ineffective layout

(f) Surplus personnel

(27)(a) Economical

(b) Better lighting and ventilation.

(c) Better supervision

(d) Better communication

(e) Flexibility

(28)(a) Authority should be commensurate with responsibility.

(b) Delegation by results expected.

(c) Accountability cannot be delegated

(d) Accountability flows upwards and authority downwards.

Unit II: Handling Mail

Objective Type Multiple Choice

(29) Inward Register records

- A. outgoing letters
- B. incoming letters
- C. personal letters
- D. speed letters

(30) Invoices, Debit Notes, Credit Notes received by post are sent to:

- A. cash department
- B. sales department
- C. personnel department
- D. accounts department

(31) Every outgoing letter is recorded in:

- A. Peon Register
- B. Cash Register
- C. Despatch Register
- D. Stamp Register

(32) Postal stamps are affixed on envelopes by:

- A. Addressing Machine
- B. Printing Machine
- C. Franking Machine
- D. Punching Machine

(33) To increase the efficiency of the mailing service the best method is:

- A. to locate the office near a post office
- B. to plan the use of labour saving devices
- C. to increase the staff in the

Mailing Department

D. to increase the working hours

(34) Postal stamps are affixed on envelopes:

- A. on left hand corner of envelopes
- B. in the centre of envelopes
- C. on back side of envelopes
- D. on right hand corner of envelopes

(35) Outward-local-mail is registered in

- A. Clerk's Book
- B. Pay Roll Book
- C. Local Delivery Book
- D. Ledger Book

(36) For tagging the letter and enclosures use:

- A. Punching Machine
- B. Franking Machine
- C. Stapler
- D. Addressing Machine

(37) Before despatching letters the despatcher should verify the enclosures:

- A. by reading the whole letter
- B. by asking the officer
- C. by seeing the enclosure part of the letter
- D. by reading the file

(38) For exhibiting the inside address of the letter on the envelope, the despatcher uses

- A. inland letter

- B. window envelope
- C. printed envelope
- D. a slip to paste the address

Very Short Answer Type

- (39) Which machine is used to affix stamps on the envelopes?
- (40) What is the simplest method of obtaining acknowledgement of letters sent to local firms?
- (41) Why is the postage book kept in offices?
- (42) What is the next step, after entering the mail in the inward register?
- (43) Which type of business organization finds an Addressing Machine useful?
- (44) Draft a format of an Outward Register
- (45) Consider that you have been appointed as a despatch clerk, write any five important duties of yours
- (46) Enumerate any three advantages of the Messenger Book
- (47) State any three important advantages of a Franking Machine?
- (48) Draft a format of an Inward Register.
- (49) In what ways may a written communication be sent?
- (50) State the retention period of the following records
 - (a) General correspondence
 - (b) Incoming and outgoing routine correspondence

- (c) Internal Reports
- (d) Books of Accounts
- (e) All the returns

Work Assignments

- (51) Prepare an Outward Mail Register with the following columns
 - (i) Date
 - (ii) Stamps in hand
 - (iii) Date of letter
 - (iv) Serial No.
 - (v) Name and address of the addressee
 - (vi) Stamp used
 - (vii) Remarks
- (54) What will you do in the following circumstances, if you are working in the Mailing Department
 - (i) A letter addressed to a party was returned stating that "Addressee not available"
 - (ii) A letter received in favour of an office staff member who is now retired.
 - (iii) A letter addressed to a former employee whose present address is not known to you.
 - (iv) A registered letter addressed to the Managing Director of the Company marked "Deliver to addressee only"
 - (v) A telegram addressed to a man, whose name is unknown to you.

Material Required

- (55) Ascertain the following rates
 - A. A 20 grams letter to London by air mail

- B. An aerogramme to New York
- C. A 50 grams book packet to Bangkok by air mail
- D. A 500 grams parcel to Paris by Sea Mail

Material Required Postal guide

(56) Prepare a list of current postal rates of important mail articles from the postal guide.

Material Required Postal guide

(57) Prepare a Messenger Book with the following columns'

1. S. No.
2. Date
3. To whom sent
4. Particulars
5. By whom delivered
6. Signature of receiver.

Sr. No.	Date	To whom sent	Particulars
1	13 Aug.	Mr. T. N. K.	Quotation
2	13 Aug.	Mr. T. S. R.	Invitation
3	13 Aug.	Gammon India Ltd.	Outward No. 766
4	13 Aug.	Hotel Sun and Sand	Order for Refreshment Outward No. 795

(58) Prepare the postage book for 8th April (Current Year) and balance the it at the end of the day

Balance	Rs. 20=30
Cash received and stamps purchased	Rs. 29=70

Stamps Used.

- (a) 2 Post Cards
- (b) 15 Inland letters
- (c) 10 Envelopes below 10 gms @ Rs. 0- - 50
- (d) 1 Medium size envelope postage Rs. 3 85
- (e) 2 Registered A. D. letters of minimum charges
- (f) 2 Recorded deliveries to :
 - (i) Mr. Pandya — Bombay
 - (ii) Mr. Saxena — Bhopal

(59) Prepare the formate of 'Docketing Seal' Name of Firm—Agrawal Trading Co, Moti Nagar Lucknow

You have received an order from Subhash Trading Co, Kanpur, today You have to enter it on no 23 in the Inward Book.

(60) You are working as a Receipt clerk in Agarwal Trading Company, Agra The Postman has delivered the following letters to you today.

1. Sh Ram Gopal Vyas
Head Clerk,
Agrawal Trading Co.,
Agra
2. The Director,
Agrawal Trading
Company,
Agra
3. Shri R. S. Sharma
Director,
Agarwal Trading Co.,
Agra
4. The Manager,

- (45) (i) Every enclosure is properly checked.
 (ii) All letters and envelopes are correctly addressed.
 (iii) Using proper postal stamps.
 (iv) Recording in the postal book.
 (v) Proper entry in the Outward Register.
- (46) (i) Saving of postal stamps.
- (ii) No possibility of misappropriation of postage stamps
 (iii) Saving of time.
- (48) Inward Register
- (49) 1. By messenger
 2. By post.
 3. By telegram.
 4. By telex.

No.	Date	Name and address of sender	Contents	To whom referred	Date of Reply	Nature of Reply	Signature
1	2	3	4	5	6	7	8

- (ii) Quick delivery of letters.
 (iii) Gets acknowledgement.
- (47) (i) No need to keep postage register.
- (50) (a) One month.
 (b) Three months.
 (c) Two years.
 (d) Permanently.
 (e) Do.

Unit III: Copying

Objective Type Multiple Choice

(61) The best method for actual reproduction of a document is:

- A. Photostat copy
- B. Press copy
- C. Handwritten copy
- D. Typed copy

(62) The copy can be preserved for a long time if taken through:

- A. Photostat
- B. Duplicating Machine
- C. Typewriter
- D. Hand

(63) The method for economizing space in storing copies of documents is.

- A. Photostat
- B. Stencil Duplicator
- C. Electronic Typewriter
- D. Micro Film

(64) Secrecy of a copy of an intended document can be maintained through:

- A. Duplicator
- B. Manual Typewriter
- C. Electronic Typewriter
- D. Photostat

(65) The best method for taking double-sided documents is:

- A. Reflex Method
- B. Xersography
- C. Thermal Process
- D. Dual Spectrum

(66) The best method for taking copies of coloured documents is:

- A. Reflex Method
- B. Xersography
- C. Thermal Process
- D. Dual Spectrum

(67) Reprography means:

- A. a production of copies by photographic methods
- B. production of pictures by some mass production process
- C. copying of mathematical diagrams
- D. production of copies of any material whether typewritten, handwritten or art work by a variety of technical processes

(68) The best method for taking copies of letters is :

- A. Typewriter
- B. Mimeograph
- C. Automatic Electronic Typewriter
- D. Photostat

(69) The best method for taking copies of ledger accounts for sending

statements of accounts to customers is :

- A. Carbon copy handwritten manual
- B. Carbon copy by typewriter
- C. Carbon copy by electric typewriter
- D. Photostat copy

(70) A copy of a document can be stored without paper through the device of :

- A. Electronic typewriter
- B. Duplicator
- C. Printing Press
- D. Manual Typewriter

Very Short Answer Type

(71) Name the process which produces an instant copy of documents.

(72) What is the set of rays used by dual spectrum copies?

(73) Name the machine that depends upon the action of the infrared end of the spectrum light waves.

(74) Who first perfected a copying process?

(75) What do you call an office that prepares copies for other departments?

(76) Name the system that produces copies without carbon paper.

(77) Name the two essential items without which additional copy/copies cannot be taken through a typewriter.

(78) How many distinct copies can be taken through a standard typew-

riter on

(a) 16 lb. Bond paper

(b) 20 lb Bond paper

(79) In which kind of typewriter can the subject-matter be stored?

(80) Which is the oldest method of copying?

(81) Which type of typewriter will you use if you want to type the words in different sizes and different styles on the same page?

Short Answer Type

(82) Name four commonly used copying devices.

(83) When is reproduction by a photocopying machine specially desirable?

(84) List eight principles underlying the choice of a suitable photocopying method.

(85) Enumerate sequential steps of the working of xerography.

(86) Mention two advantages and two disadvantages of photocopying.

(87) Describe briefly (in 40 words) any one method of photocopying.

(88) List five methods of copying.

(89) What is meant by Gelatine Transfer?

(90) What is Dye-line (Diazo)?

(91) Write the sequential steps of inserting the paper into a typewriter.

Work Assignments

(92) The Sales Manager has asked his junior assistant to send a letter reminding one of the customers to settle his dues. As the typewriter is under repair, take 1×1 copy of the letter with the help of pencil carbon.

Materials required :

- (a) Two white sheets/letter heads
- (b) One pencil carbon
- (c) One pencil
- (d) 'U' clips/pins.

(93) Take two copies using pencil carbon, of a letter to be sent to the electricity supply office complaining against the frequent power failure and the consequent interruptions in production of your factory.

Materials required :

- (a) 2 white sheets/letter heads
- (b) 1 pencil carbon
- (c) 1 pencil
- (d) 'U' clips/pins

(94) The Managing Director has instructed his P.A. to send circulars to three branches informing them about the change in the working hours of all the offices

Old Timings 10 A.M. to 5 P.M.
with
1 P.M. to 2 P.M. lunch break

New Timings 9:30 A.M. to 4:30 P.M. with
12:30 P.M. to 1:30 P.M. lunch break

Take 4 copies on the typewriter using type carbon and manifold sheets.

Materials

- (a) One typewriter
- (b) 4 manifold sheets
- (c) Type carbon sheets
- (d) Erasure/chemical fluid/chemical paper.
- (e) Typing table
- (f) Typing chair

(95) You are an Assistant to the Manager of a transport concern. Take four copies of a letter to be sent to three consignees using manifold sheets and a typewriter. Request them to take delivery of their respective consignments within a stipulated date. The addresses, the number of cases/packages in the consignments, the dates of receipt of the consignments, demurrage, etc. should be different.

Materials required :

- (a) One typewriter
- (b) 4 manifold sheets
- (c) 3 type carbon sheets
- (d) Erasure/chemical fluid/chemical paper
- (e) Typing table
- (f) Typing chair

(96) You are working as an Assistant in the office of the Finance Manager of a company which is a wholesale dealer in electrical goods for the district. There are 15 distribu-

tors buying goods from the company on credit. The term of credit allowed is 15 days. Interest at 6% P.A. is charged on the dues remaining unpaid beyond 15 days.

Now the Finance Manager instructs you to send letters to the distributors informing them that the period for settlement has been extended up to one month and the rate of interest on dues remaining unpaid beyond one month will be 9%.

Take 5 copies on a manual typewriter.

Materials required :

- (a) Typewriter
- (b) Sheets of paper
- (c) Carbon paper
- (d) Erasure/chemical fluid/paper

(97) Take 5 copies of a sales letter informing your distributors of the arrival of a new variety of goods.

Materials required :

- (a) Typewriter
- (b) Sheets of paper
- (c) Carbon paper
- (d) Erasures/chemical fluid/paper

(98) Take 4 copies of the Annual Report for 1985-86 received from the Head Office for the benefit of 4 departments in your branch in Xerox.

Materials required :

- (a) Annual Report
- (b) Xerox machine along with its ink

- (c) White papers according to the number of pages in the report.
- (d) Stapler and staple pins.

(99) The Law Officer of your organization has asked for the original title deed for a landed property in connection with a dispute regarding the ownership of the property.

Take two Xerox copies of the deed. Keep them with you. Type a covering letter (1+1) enclosing the original deed to be sent to the Law Officer.

Materials required :

- (a) Deed
- (b) Xerox machine along with the ink
- (c) White sheets in sufficient number
- (d) Typewriter
- (e) One type carbon sheet
- (f) Two white sheets/letter heads
- (g) Erasure/chemical fluid/paper
- (h) Stapler with clips or 'U' pins
- (i) Typing table and chair.

(100) Take 3 copies of the report of the Committee of Directors written on both the sides of the paper, on opening a new branch. Use Thermal Process for the purpose.

Materials required :

- (a) Report
- (b) One Thermography Machine
- (c) White thermography sheets in sufficient numbers.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	61	62	63	64	65	66	67	68	69	70
Answers	A	B	D	C	D	D	D	B •	D	A

Very Short Answer Type

(71) Photocopy of Xerox

(72) (i) Infra-red heat rays
(ii) Ultra-violet light rays

(73) Thermal Copier

(74) David Gestetner (1854-1939)

(75) A Resource Centre

(76) N.C.R. (no carbon required) paper.

(77) (i) Carbon paper/s
(ii) Additional sheet/s of paper(78) (a) 3 — 4
(b) 2 — 3

(79) Electronic Typewriter

(80) By hand

(81) Variable Typewriter/Electric Typewriter/Electric Typewriter, - Electronic Typewriter

Short Answer Type

(82) (i) Carbon copying device.

(ii) Dry copying process.

(iii) Liquid developer processor

(iv) Photo-copier.

(83) (i) To have a copy quickly (in less than a minute).

(ii) To have an evidence in the court of law.

(iii) To eliminate the re-typing of the material for copying.

(84) (i) Size and nature of original documents.

(ii) Documents single-sided or double-sided.

(iii) Nature of ink used.

(iv) Density of the image in the documents.

(v) Whether typing is required before duplication.

(vi) Number of copies required.

(vii) Cost involved.

(viii) Space required and conditions of light.

(ix) Permanency of the image required.

(x) Coloured or not.

(85) The original is placed in the

machine, illuminated and projected through a lens system to a selenium plane or drum which has been previously given a positive electric charge. An electronic pattern of the image is left on the plate, a negatively charged ink powder is cascaded, giving a powder image of the original.

(86) Advantages

- (i) Simple
- (ii) Plain paper is sufficient.

Disadvantages

- (i) Large number of copies cannot be taken
- (ii) Not durable.

(87) Any one of the following methods should be explained:

- (i) Diffusion Transfer
- (ii) Gelatine Transfer
- (iii) Direct Positive
- (iv) Dye-line (Diaz)
- (v) Xerox
- (vi) Thermal Process
- (vii) Dual Spectrum, Microfilming

Direct Positive

A photo-copy is reduced in a single space on the photographic paper. A special translucent paper together with a suitable light filter produces a positive image. The quality of print is not very satisfactory.

- (88) (i) Copy by hand
- (ii) Carbon copy by hand

- (iii) Carbon copy through type-writer
- (iv) Press copying
- (v) Photo-stat

(89) After wet developing, the negative copy is squeezed against a plain sheet of paper to which the image is physically transferred. This process implies a gelatine-coated matrix on which the negative copy is developed. Six to fifteen copies can be obtained by this method.

(90) It is also called the blue printing process. The matter is drawn on a translucent or transparent paper placed in a printing frame in direct contact with a sensitized paper and exposed to sunlight or artificial light. The positive copy is then developed and washed like the negative of a film. It is used for copying construction plans, charts, etc.

- (91) (i) Make machine adjustments
- (ii) Take the paper-bails forward
- (iii) Put the paper in between the paper table and the cylinder, holding the paper in the left hand.
- (iv) Twist the paper with the rotation of the right cylinder knob.
- (v) Adjust the paper with the help of the paper release. See that the left of the paper is

touching the raised edge of the paper guide.

- (vi) Put the paper-bails back to the cylinder and the paper

release to its original position.

- (vii) Bring the paper to the typing position.

Unit IV : Duplicating

Objective Type Multiple Choice

(101) A Duplicating Machine can be used :

- A. when a limited number of copies are to be obtained
- B. when an unlimited number of copies are to be obtained
- C. when the number of copies needed is not large
- D. when a small number of copies are needed

(102) Duplicating is done with the help of:

- A. stencil paper
- B. rice paper
- C. type paper
- D. carbon paper

(103) Rotary duplicating is suitable for making:

- A. minimum 5, maximum 10 copies
- B. minimum 20, maximum 500 copies
- C. minimum 50, maximum 2000 copies
- D. minimum 100, maximum 10000 copies

(104) The selection of an appropriate duplicating method depends on the:

- A. economy in operation

B. durability of the master copy

C. number of copies needed

D. type of paper to be used

(105) Which one of the following duplicating methods would you recommend for obtaining copies of maps, graphs, and diagrams?

- A. Hectograph
- B. Lithograph
- C. Mimeograph
- D. Multigraph

(106) Which one of the following duplicating equipment is most suited to a big business organization in India?

- A. Gelatine Duplicator
- B. Spirit Duplicator
- C. Type Setting Duplicator
- D. Rotary Duplicator

(107) Which one of the following duplicating method is used to obtain copies of a letter written in the Urdu language?

- A. Hectograph
- B. Lithograph
- C. Stencil
- D. Type Setting

(108) The electronic stencil duplicator has not yet become popular in India on account of its:

- A. inaccuracy in reproduction

- B. high cost
 - C. cumbersome process
 - D. requirement of skilled operators
- (109) For making corrections on stencil paper, we use:
- A. correcting polish
 - B. correcting fluid
 - C. correcting ink
 - D. correcting gum
- (110) The multigraph reproduces letters that look like.
- A. type-written copy
 - B. hand-written copy
 - C. carbon copy
 - D. printed copy
- (111) Xerography is identified as a.
- A. dry electrographic copying process
 - B. wet electrographic copying process
 - C. semi-dry electrographic copying process and
 - D. semi-wet electrographic copying process
- (112) For making signatures on the stencil, we may use:
- A. ball point pen and flexible writing plate
 - B. pen and flexible writing plate
 - C. stylus pen and flexible writing plate
 - D. scratch pen and flexible writing plate
- (113) The quarto-size stencil paper can have a maximum of:
- A. 47 lines space
 - B. 59 lines space
 - C. 67 lines space
 - D. 75 lines space
- (114) The top edge stencil paper guide contains a maximum of:
- A. 80 pica and 96 elite spaces
 - B. 40 pica and 48 elite spaces
 - C. 66 pica and 79 elite spaces
 - D. 77 pica and 92 elite spaces
- (115) At the time of cutting stencils, what is the usual method of knowing the boundary line for the length of paper to be used
- A. by lifting the paper through the cylinder knob
 - B. by putting a pencil mark on the stencil paper
 - C. by setting the warning numerals given on the stencil paper
 - D. by seeing the top edge paper guide
- Very Short Answer Type**
- (116) Name two brands of stencil duplicators manufactured in India.
- (117) What type of paper is used for duplicating?
- (118) What material is used for correcting the mistakes on stencils?
- (119) Name the hand tool with the help of which a stencil is cut
- (120) How many times can a stencil be used for making multiple copies?
- (121) If a multigraph is run with the

help of a motor and automatically fed, how many copies can be produced in an hour?

Short Answer Type

(122) On what principles is Lithography based?

(123) Explain the need for duplicating in modern business

(124) Mention two advantages and disadvantages of duplicating.

(125) Mention the steps required for preparing a stencil, type-written as well as hand-written.

(126) Mention the relevant parts of a stencil paper.

(127) Enumerate the advantages of Xerography.

(128) Point out the steps involved in duplicating on a stencil duplicator.

(129) Under what conditions do you type a rough draft of a copy which is to be stencilled?

Work Assignments

(130) The Managing Director of X,Y,Z Ltd. in which you happen to be an Office Assistant, dictates an announcement. This announcement is to be duplicated on a white paper. First type this message on a sheet of paper just as it has to appear when duplicated; then re-type it on a mimeography stencil, making neces-

sary adjustments. Make 50 copies.

Materials required :

- (i) White duplicating paper
- (ii) Typing machine
- (iii) Mimeograph stencil
- (iv) Ordinary sheet

(131) The Sales Manager of your company wants to have 500 copies of a circular to be dispatched to the customers. He wants it to be hand written in order to make it more effective and personal.

Prepare the master stencil with a stylus. Check the draft and make the necessary corrections by using the correcting fluid.

Materials required :

- (i) Stencil
- (ii) Stylus
- (iii) Correcting fluid
- (iv) Duplicating paper
- (v) Stencil duplicator.

(132) The Managing Director of your company has delivered a speech of around 15 pages. The company has 8000 employees and a copy of the speech is to be delivered to each of them.

Make use of the photo offset process in obtaining the required number of copies.

Materials required :

- (i) Copy of the speech

(ii) Photo-offset machine

(iii) Duplicating papers

(133) Your company can afford to incur a large capital outlay. The management wants to purchase a duplicating equipment capable of producing 2,500 copies per hour and each copy should have an individualistic appearance.

Write a report giving your recommendations.

Materials required:

(i) Catalogues and price lists of different manufacturers.

(ii) Performance reports from a few firms already using various machines

(iii) Exact budgetary provision.

134. Your Office Manager wants a

'form' to be developed for answering routine enquiries pertaining to various items of merchandise. Prepare this form, including suitable letter head on a stencil paper. Bring out 20 copies without any date, address or salutation. These parts of the 'form' will be filled later, according to the individual's enquiry.

In case the Duplicating Machine is not available, prepare copies by using a typewriter on the company's regular letter head.

Materials required:

(i) Stencil paper

(ii) Duplicating paper

(iii) Company's letter head

(iv) Duplicating machine

(v) Typewriter

(135) The following enquiries have come from different customers :

A. Miss Indrani Mukherjee,
12, Central Lane,

Ana Sagar, Ajmer

Nature of Enquiry

Price Lists

B. Shri Ram Gopal Vyas,
Executive Officer,
Central Building Corporation,
New Delhi-110 019

Period and mode
of supply

C. Mrs. F.H. Siddiqui,
112, Sardar Club Scheme,
Jodhpur

Acceptance of export order

D. Shri L.N. Sharma
12-A, Central Brooke Bond,
Bombay

Stock position

Take the help of the form developed in Q.No. 134 above, in answering these queries

Materials required:

- (i) Plain forms
- (ii) Printed forms
- (iii) Price lists
- (iv) Stock position
- (v) Production capacity.

- (136) You are an Office Assistant in a school. The school is proposing to hold a P.T.A. meeting. Type the following matter on a duplicating stencil and run about 200 copies which are to be sent to the parents of the students.

Government School, Air Force Station, Jodhpur

Dated

Dear P.T.A Member,

You are cordially invited by our principal, Shri G.S. Rathore, who has expressed his desire to talk to you on "School sponsored social activities" at a meeting on Friday, March 3 (current year) at 2 p.m. in the school hall.

Thanking you,

Yours faithfully,

Encl.—School sponsored activities

Secretary P T A

Materials required:

- (i) Duplicating machine
- (ii) Duplicating paper
- (iii) Typewriter

- (137) You are an Office Assistant in a college. Your college has an Employment Cell. It requires the BIO-DATA and other particulars from the ex-students of the college. Cut the stencil and run about 500 copies of the following form—

APPLICATION FORM FOR EMPLOYMENT

Registration No.

Date

1. Name Father's/ Husband's Name

2. Address Telephone No.

3. Position desired Expected Salary

4. Date of Birth Matrimonial status (Single/-
Married/ Divorced)5. Number of
dependents Relationship

6. Educational Qualifications:

<i>Examination</i>	<i>Year</i>	<i>Div. with % of mks.</i>	<i>Subjects</i>	<i>No. of attempts</i>
High School/ Hr. Sec/ Inter B.A./ B.Sc./ B. Com M.A/ M.Sc./ M. Com				
Other professional qualifications				

7. Experience (List most recent employment first)

<i>Name of employer</i>	<i>Posi- tion</i>	<i>Date of employment from To</i>	<i>Salary</i>	<i>Reason for leaving</i>

8. Personal References — (Not relative)

<i>Name</i>	<i>Establishment</i>	<i>Address</i>
1.		
2.		

Date

Signature of Applicant

Station

Materials required:

- (i) Guide lines
- (ii) Stenographer's note-book
- (iii) Stencils
- (iv) Typewriter

- (138) Your Office manager dictates guidelines containing instructions for making corrections on a stencil. Transcribe it in single space on a sheet of plain paper, and cut a stencil. Enough copies should be run so that each member of your staff gets one.

Materials required:

- (i) Guide lines
- (ii) Stenographer's note-book
- (iii) Stencils
- (iv) Typewriter

- (139) Your Office Manager wants to preserve 35 stencils for use in future. The stencils are to be preserved with the help of absorbent paper which takes off the excess ink out of the stencils. In case the absorbent paper is not available, old news papers can be used.

Make arrangements to preserve the stencils as desired by the manager.

Materials required:

- (i) Used stencils
- (ii) Absorbent paper folders
- (iii) Old newspapers.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q.No	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115
Key	C	A	B	C	A	D	B	B	B	A	A	C	B	A	C

- (116) Gestetner and Roneo.
- (117) Duplicating paper.
- (118) Correcting fluid.
- (119) Stylus pen.
- (120) Twice.
- (121) 3,000 copies.
- (122)
 - (i) It depends on the principle of antipathy of grease and water.
 - (ii) A greasy image is produced on the master copy.
 - (iii) It is then fixed on to the outside of the cylinder.
 - (iv) The image is off-set to another roller known as the rubber blanket.
 - (v) Paper is then fed between this rubber blanket and the impression roller to get the positive points.
- (123)
 - (i) When the number of copies required is very large.
 - (ii) Record purpose.
 - (iii) Evidence.
 - (iv) Reference.
 - (v) Publicity and advertisement.

(vi) Dissemination of information.

(124) Advantages

- (i) Large number of copies can be taken.
- (ii) Copies can be used for evidence and reference later on.

Disadvantages:

- (i) It is quite expensive.
- (ii) Operation of the machine cannot be entrusted to everyone.

(125) (i) Putting the stencil on the roller.

- (ii) Fixing it; keeping the size of the duplicating paper in mind.
- (iii) Fixing the ink-adjuster at the white point in the typewriter.
- (iv) Cut the stencil according to the matter.

(v) Key should not be over-stroked.

(vi) In case the stencil is to be hand-cut:

- (a) The surface below the stencil must be a little flexible;
- (b) A good stylus should be used;

(vii) Care should be taken that the limitation frames provided in the stencil are adhered to, i.e., within the prescribed pica and elite types.

(126) (i) Top edge paper guide.

- (ii) Paper size — Octavo
— Quarto and
— Foolscap.

(iii) Top edge paper guide.

(iv) Impression paper.

(v) Side numerals.

(vi) Limitation frame.

(127) (i) It is very quick and less time consuming.

(ii) Economical.

- (iii) Prints are clear.
 - (iv) Long lasting prints
 - (v) Versatility.
 - (vi) Accuracy.
 - (vii) Large number of copies.
- (128)
- (i) Cutting the stencil.
 - (ii) Correcting the errors, if any.
 - (iii) Putting the stencil on the duplicating drum in the machine.
 - (iv) Application of the ink and setting the number
 - (v) Fixing the feller-tray along with the duplicating paper
 - (vi) Operating the machine manually or with power.
- (129)
- (i) When there are a lot of changes to be made in the original draft
 - (ii) When the draft is very complicated
 - (iii) When perfect accuracy is required
 - (iv) When the final draft is likely to be changed drastically.

Unit V: Filing and Indexing

Objective Type Multiple Choice

(140) Filing is primarily carried out to :

- A. keep the office neat and clean
- B. have the information ready for quick and early reference
- C. show outsiders that we have a perfect office system
- D. evade Government taxes

(141) There are several considerations to be taken into account in choosing a filing system :

- A. quick and simple to operate
- B. easily accessible
- C. suitable for a particular type of correspondence
- D. good looking

(142) Selection of an appropriate filing system basically depend upon :

- A. the availability of space
- B. the number of letters to be filed
- C. the number of branches
- D. the financial position

(143) There is no repetition of copies, department wise, in the case of :

- A. Centralized Filing
- B. Departmental Filing
- C. Horizontal Filing
- D. Vertical Filing

(144) Which is the oldest method of filing :

- A. Spike File
- B. Bound Book
- C. Docket
- D. Box Filing

(145) In a pilot file, papers are filed:

- A. alphabetically
- B. numerically
- C. subjectwise
- D. chronologically

(146) A transparent cover is put on :

- A. a box file
- B. a pilot file
- C. a visible card index
- D. a vowel index

(147) The letters to be placed in the docketing file are first :

- A. typed
- B. arranged
- C. folded
- D. filed

(148) The files can be stored in the following equipment :

- A. cabinet
- B. on the office table
- C. drawer
- D. rack

(149) A folder cannot be traced without :

- A. a card
- B. an index
- C. a guide card
- D. a file

(150) A file removed for reference should be replaced by :

- A. another file
- B. coloured tag
- C. an out card
- D. a guide card

(151) Files are indexed/numbered :

- A. numerically
- B. horizontally
- C. subjectwise
- D. alphabetically

(152) Which of the following is the oldest index method :

- A. A Bound Book
- B. Self Index
- C. Rotary Index
- D. Strip Index

(153) Indexing is the device :

- A. to maintain office records
- B. to reproduce copies of documents
- C. to locate papers
- D. to improve the impression of the company on outsiders.

(154) In the stores of a large manufacturing company, the following indexing method is used :

- A. Geographical Indexing
- B. Visible Card Indexing

- C. Loose-leaf Card Indexing
- D. Press Copy Book Indexing.

Very Short Answer Type

(155) What system of filing would be most suitable for a small trader who receives not more than 10 letters a month?

(156) A business house maintains a verticle filing system. What indexing system would be adopted?

(157) Name the equipment used by a Post Office in sorting out letters.

(157A) How will you interpret 'B-14' as a classification symbol?

(158) Which is the most convenient index?

(159) Name the index adopted by a bank to identify the specimen signature of a customer.

(160) Which is the most popular system of keeping a lot of records in a very large organization?

(161) In Card Indexing cards are kept in drawers. Name a card which helps in locating a specific card.

(162) Name the filing system through which a filed paper can be easily taken away from the file.

(163) Name the system of classification of files which is based on regional or locality basis.

Short Answer Type

(164) State three essentials of a filing system.

(165) What is a 'Self-Index'?

(166) Name any four methods of classification of files.

(167) What is Vertical Filing?

(168) Name any four advantages of the Vertical Filing system.

(169) Name any three advantages of a Centralised Filing system.

(170) List out three disadvantages of Decentralised Filing system.

(171) Mention any two methods of Conventional Filing and Modern Filing systems.

(172) Write any three objectives of indexing.

(173) Name the most suitable method of filing the following business documents with reasons:

A. Accounting Records

B. Art Work, Photographs

C. Bank Pay-Slips and Receipts

D. Copies of Invoices and Catalogues

E. Price List and Catalogues.

(174) State the situations in which Decentralized Filing is suitable.

(175) Suggest the situations in which each of the following types of files should be advantageous

- (a) alphabetic (b) subjective
(c) numerical (d) geographic

Work Assignments

(176) Place the following in what you consider to be the correct form and order for indexing:

M/s. Arvind Stationary Depot.,

The Indian Air Lines.

Mr. U.K. Srivastava, Tax Consultant.

Miss Manisha Bisariys, Advocate.

Joshi & Joshi, Architect.

Hotel Rajdoot.

Maj. G.K. Verma, Technical Consultant

M/s. Vikas Udyog (P) Ltd.,

The British Paints (P) Ltd.,

The B.H.E. Ltd.,

Dr. I.M. Pradhan

The Endoc Newspaper,

~~M/s Frenchly Tool & Die Co.,~~

Chand & Sons (P) Ltd.,

Gupta Iron & Steel Co.,

Dabcy Transport Co.,

No material required

(177) After advertising a new product, your firm intends to keep detailed records of inquiries, and to follow up these inquiries at regular intervals over the following years. Assuming that the existing customer records cannot be used for this purpose, what kind of records would you need? it is expected that there may be upto 5,000

enquiries in the period being considered.

Materials required :

Office file and filing equipment like Files, Punching Machine, etc.

(178) You work in a firm which has grown from one department to four departments over the past year. Previously only you and your employer handled all the correspondence. Now the correspondence is going out from different departments, each department keeping its own files. As a result, it cannot be traced. Write a report on HOW you should arrange a central filing system, and what rules you would make for its use.

No material required

(179) Name the most suitable method of filing the following business documents with reasons in the remark column.

<i>Documents filing</i>	<i>Recommended method of filing</i>	<i>Reason/ Remark if any</i>
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1. Accounting records
2. Original application forms completed by staff when joining the firm.
3. Bank pay-in-slips, petty cash vouchers, receipts
4. X-ray plates, photographs, art work and blue prints.

5. Catalogues and price lists.
6. Minutes of the meetings.
7. Names, addresses and telephone numbers in frequent use.
8. Copies of invoices and orders.

No material required

(180) The filing work of the Vikas Tool & Die Company, Bombay, has always been confused and spread through out the various departments, with each maintaining its own group of files. The firm has recently decided that the volume of work and the cost of maintaining the files have become large enough to justify the hiring of a file supervisor and the necessary assistants to do the work efficiently. It has been proposed to 'centralize' all the filing operations with the exception of the following :

- A. Account receivable records will be kept on visible card files in the Accounting Department.
- B. Credit files of customers will be kept on visible card files in the Credit Department.
- C. Purchasing Catalogues will be housed in the Purchasing Department.
- D. Confidential financial reports will be kept in the locker of Finance Manager.

Give Your Suggestions for the Following :

1. The proposed organization of the centralized filing
2. A recommended method of standardizing the filing procedures and routines.
3. A plan for effective supervision of the filing work.
4. The filing system to be used for filing sales invoices, purchase orders and invoices, correspondence, and catalogues.
5. A policy of destruction of files, materials and transfer of inactive materials to storage.

Materials required :

Sales Invoices, Purchase orders, etc.

(181) Draw up simple rules for a new employee, who, under your supervision will deal with the filing of correspondence.

No material is required

(182) Draw an index card for :

- A. a bank, for their customers,
- B. a doctor's secretary for clients.

Material required : Index Cards

(183) Recently your office has switched over from Decentralization to Centralization system of filing of late, the recurrence of the following has come to your notice :

- A. The required file is not available in the filing department;
- B. Some of the papers earlier filed in the concerned file, are missing.

Name the remedial procedure you would suggest along with the specimen form of cards, etc., that you would like to introduce in the system.

Materials required :

- (i) Specimen cards or absent card;
- (ii) Cross reference slips.

(184) On a sheet of Quarto paper, prepare a blank cross reference sheet. Then complete the sheet for filing under Janki Ghosh Co. Ltd., using the following details .

Janki Ghosh & Co. Ltd., have recently been taken over by Bombay Enterprises Ltd. and all correspondence for Ghosh is now filed in the Bombay Enterprises' Folder.

Material required :

A sheet of Quarto paper.

(185) The following letters are filed in the R.R. Bedi's individual folder, Indicate the order, from front to back, in which the letters should be in this folder :

- (a) R.R. Bedi's order of April, 7.
- (b) Your firm's letter of April, 8.
- (c) R.R. Bedi's letter of April, 10.
- (d) A cross reference sheet dated April, 10.

- (e) Your firm's letter of May 3 acknowledging the cheque of April, 30.
- (f) your firm's invoice of April 6 for the April 1, order.

Materials required : Folder

(186) You pay a visit to a nearby Government office or Business House. Make a list of 10 files that are obsolete and can be destroyed.

Material required : Nil

(187) You visit the local market and get a price list and specimens of the following filing equipment and decide which one will be suitable for your office:

- (a) Flat File
- (b) Ring-Clip File
- (c) Ordinary Ring File
- (d) Box File
- (e) Folders

Requirements : A visit to the market

Answer Key

Q. No	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154
Key	B	D	B	A	A	D	C	C	B	C	C	B	C	B	C

(155) Spike File.

(156) Card Index.

(157) Pigeon Hole Cabinet.

(157A) Alpha-numerical.

(158) Rotary Index.

(159) Visible Card Index.

(160) Micro-Filing.

(161) Guide Card.

(162) Ring Clip File.

(163) Geographical.

(164) A. It should be simple to understand and easy to operate.

B. It should be workable with the minimum cost in proportion to nature and scale of business.

C. It should be elastic enough to provide for changes which may arise due to expansion or contraction of business.

(165) In this case, the right sides of the pages in a book or register are cut in such a way that all the letters of the alphabet printed on them are easily seen on opening of the first cover page.

(166) Files are classified in several ways :

- A. Alphabetically
- B. Numerically.
- C. Geographically.
- D. Subject-wise.
- E. Chronologically.

(167) It is a system of filing in which

folders with guide cards in between are kept in cabinets to distinguish one section of records from the other. Papers and documents are kept vertically in the folders which are also placed upright in drawers of the cabinet.

- (168) A. Economy of space.
B. Flexibility.
C. Accessibility.
D. Durability.

- (169) A. Avoids waste of time, energy and money.
B. Work of the Filing Department can be standardized.
C. Effective supervision and control.

D. Complete protection of records.

- (170) A. A delay in getting records.
B. Secrecy is not maintained.
C. Danger of rigidity.

(171) A. *Conventional* :

- (a) Spike.
(b) Pigeon Hole.

B. *Modern* :

- (a) Micro-filing.
(b) Lateral.

(172) A. Easy procurement of information.

- B. Classification of information.
C. Control.

(173) Recommended methods of filing are :

Sl. No.	Documents	Recommended methods of filing	Reasons/ remarks
(a)	Accounting records.	Vertical visible card cabinets (indexed) alphabetically under the names of the debtors or creditors	This method enables the book-keepers to extract and replace the record cards easily from the cabinet when making entries
(b)	Art work, photographs, X-ray plates	Horizontal plan cabinets	This method enables these documents to be protected for a longer period.

(c)	Bank pay-in-slips	Loose leaf post binder in date order.	These documents should be given serial numbers and be kept date-wise or month-wise.
(d)	Copies for orders and invoices	Post or prong binders in numerical or date order	The completed binders are stored on shelves in cupboards or in filing cabinets. On completion these may be transferred to a permanent locking post binder.
(e)	Price lists and catalogues	Lateral or vertical alphabetically.	File under the name of the firm or the name of the product.

-
- (174) 1. Big and autonomous departments dealing with information of confidential nature.
 2. When departments are located in different geographical areas.
 3. If the documents are required regularly for reference by a number of departments.

- (b) When materials are required for managerial control.
 (c) When the customers are large in number.
 (d) If the concern is a very big one with branches all over the world.

- (175)(a) If the volume of correspondence is small.

If it has many branches within a country.

Unit VI: Using the Telephone

Objective Type Multiple Choice

(188) The employee of the telephone exchange who assists the public in making telephone calls is known as :

- A. Telephone Operator
- B. Key Operator
- C. Telephone Assistant
- D. Speaker

(189) The booklet in which telephone numbers of a city are listed alphabetically is known as :

- A. Telephone Book
- B. Telephone Guide
- C. Telephone Information
- D. Telephone Directory

(190) Any telephone number which is not listed in the telephone directory can be obtained from:

- A. Telephone Exchange
- B. Telephone Enquiry
- C. Telephone Operator
- D. Telephone Index

(191) For making out-station calls, the caller should request :

- A. local telephone exchange
- B. local post office
- C. local telegraph office
- D. public call booth

(192) A steady humming, which can be heard when we pick up the receiver, indicating that the line is ready for use, is known as :

- A. dial tone
- B. race tone
- C. exchange tone
- D. telephone tone

(193) An organization which needs many extension telephones in its departments can use :

- A. a dual telephone connection
- B. a telephone with extension services
- C. a Private Branch Exchange (PBX)
- D. a telephone with a number of receivers

(194) What is the minimum size of PBX?

- A. 1 line and 3 extensions
- B. 2 lines and 6 extensions
- C. 3 lines and 7 extensions
- D. 3 lines and 8 extensions

(195) In reversed charged trunk calls, the telephone charges are billed to :

- A. the caller
- B. the called
- C. the telephone operator
- D. the subscriber

(196) You want to send the following greeting telegram in a standard phrase : "Wishing the function a grand success." Which one of the following numbers will you choose?

- A. Twenty-one
- B. Seven
- C. Fourteen
- D. Twenty-two

(197) What is the normal duration of a trunk call?

- A. Six minutes
- B. Five minutes
- C. Four minutes
- D. Three minutes

Very Short Answer Type

(198) What media of communication may be used for transmitting information quickly to distant places?

(199) What is the difference between personal and telephonic communication?

(200) Give any two characteristics of a good telephonic voice.

(201) What do the following abbreviations stand for?

- (i) S.T.D.
- (ii) PABX
- (iii) O.Y.T.
- (iv) PBX
- (v) P.P.
- (vi) I.S.D.

(202) What is a phonogram?

Short Answer Type

(203) What are the two types of out-station calls?

(204) Mention any five 'dos' while using a telephone.

(205) Give the 'don'ts' that should be observed while using a telephone.

(206) Write five advantages of a Telephone Directory.

(207) Mention the dialling procedure under a crossbar telephone exchange system.

Work Assignments

(208) The following incoming telephone calls were received while your employer Mr. Sharma was out of the office. Fill out a brief summary for Mr. Sharma on each call :

A. Shri Kailash called at 3.25 p.m. and left a message that he would pick up your employer at 5.10 p.m. at the front gate of your office.

B. Shri Mohan of the Cooperative Development Corporation called at 3.30 p.m.; he stated he would call back at 4.30 p.m.

C. Shri Rajan of National Seed Corporation, called at 4.00 p.m. about their order for equipment and wants you to call him back, his telephone No. is 243489.

D. Shri Ram Gopal of the New India Printing Works called at 4.10 p.m. to tell you that his firm's order is to be cancelled a letter of explanation will be put in the mail today.

Material required :

(i) Telephone message forms

(209) Rewrite each of the following telegraph messages, using not more than 15 words.

A. There will be a sales meeting on Saturday morning, in the office at 10 O'clock. Please arrange to be there. Bring requested estimates.

B. Shri Rajiv Kulkarni wired saying he would be here tomorrow. Is it possible for you to come back? Must know by 3 O'clock.

C. In answer to your telegram suggest you offer a 4% discount, terms 2%, 10 days. Delivery to be made FOB Bombay.

Materials required :

Specimen of Telegram Forms.

(210) Your teacher will play a cassette for you, which contains 4 messages, that will require you to take accurate notes and messages from the information you hear. Have a notebook and pen handy to take down the messages.

Materials required :

Cassette containing messages

I. A cassette which may contain the following 4 messages :

(i) An aggressive client complaining on the quality of goods supplied.

(ii) An enquiry from one of the most important clients

(iii) A message from a personal friend.

(iv) A message from the Chamber of Commerce reminding the Chief Executive, to attend a meeting.

II. A cassette player

(211) Mr. Verma of the Household Furnishing Department calls and asks what the decision was regarding the new consignment of electric stoves. You ask Mr. Verma to hold the line a moment while you ask the Sales Manager, Gopalan. Shri Gopalan says, "I'll have to get in touch with Shri Krishnan of the Legal Department first. Just a moment, I'll get Mr. Krishnan on the other wire". Mr. Gopalan gets Mr. Krishnan, but you see that the conversation is going to be longer than you thought it would be; so you return to your telephone and ask Mr. Verma whether you may call him back when Sales Manager Gopalan gets the information. Mr. Verma says that will be satisfactory

Write down what you would say to Mr. Verma beginning with your request that he holds the line a moment.

(212) A. Send a telegram to your supplier asking him to despatch immediately goods ordered by you (Order No. 15). State that a draft has been sent.

B. Send a telegram asking the wholesale dealer to arrange a meeting of retail dealers in his area. Specify the date, time and venue.

C. As a Managing Director, send a telegram to your liaison officer stating that you are reaching Delhi on by Indian Airlines flight. Arrange for stay for days at Hotel Ashoka.

D Instruct your agent through a telegram to go and inspect the rejected goods sold by you to M/s AB & Co. and request for wire reply. Draft also a suitable telegraphical reply from the agent after inspection.

E. Send a money order for Rs. 1919/- to your supplier. In the space allotted for communication write the information that a letter has been written.

Materials required :

- (i) Five telegram forms
- (ii) One moneyorder form

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No	188	189	190	191	192	193	194	195	196	197
Key	A	D	B	A	A	C	A	B	A	D

(198) Telephone and Telex.

(199) Gestures and facial expressions not possible in telephonic communication. .

(200) Polite, clear and well pronounced.

(201) (i) Subscribers' Trunk Dialling.

(ii) Private Branch Exchange.

(iii) Private Automatic Branch Exchange.

(iv) Particular Person.

(v) Own Your Telephone.

(vi) International Subscriber Dialling.

(202) Giving the telegram message over the telephone.

(203) Two types of outstation calls are

(i) Trunk Calls and

(ii) Subscribers' Trunk Dialling.

Trunk call made through exchange —different types—charged to the subscriber alongwith other calls —possibility of delay.

STD — direct dialing —metered

separately like local calls — available only to certain places.

(204) (a) First introduce yourself.

(b) Be discreet.

(c) Be attentive.

(d) Replace the receiver.

(205) (a) Don't be loud.

(b) Don't be a braggard

(c) Don't be rude.

(d) Don't fail to say thank you.

(e) Don't fail to replace the receiver.

(206) (a) Saves time.

(b) All the telephonic numbers of

the city in one place.

(c) Makes available the addresses, occupations etc. of the subscribers.

(d) A good index of telephone numbers.

(e) Saves trouble.

(207) There is a time out feature according to which the subscriber is required to commence dialling within 10 seconds of the receipt of dial tone and he should continue dialling all the digits of the required number without any gap of more than 5 seconds between digits.

Unit VII : Business/ Office Correspondence

Objective Type Multiple Choice

(213) A block styled letter is :

- A. without indentation
- B. without punctuation
- C. without enclosures.
- D. without per-pro signatures

(214) 'Sincerely yours' or yours sincerely complimentary close is used when :

- A. some friendly contacts with the reader exist.
- B. some friendly relationship with the reader exists
- C. the reader occupies a high position
- D. the reader is junior in rank

(215) A 'post script' is usually placed :

- A. below the initial of the writer
- B. above the subject
- C. in between the salutation and the opening para
- D. in the complimentary close

(216) The most frequently used form of the complimentary close is:

- A. yours truly/yours faithfully
- B. yours most obediently
- C. your obedient servant
- D. yours affectionately

(217) The important use of the Sales Letter is :

- A. to attract the attention of the consumer
- B. to describe invoice items to the purchaser
- C. to explain the function of the articles already sold to the customer
- D. to present the details of the total sales to the consignor

(218) A 'Dunning Letter' is written for :

- A. collecting an outstanding amount
- B. disseminating important information to customers
- C. sales promotion purposes
- D. taking action on a complaint lodged

(219) A per-pro signature is one when :

- A. a partner signs a letter written to another partner in a firm
- B. a sole proprietor signs a letter
- C. a minor signs a letter
- D. an agent signs a letter under a power of attorney

(220) The attention line should appear :

- A. below the signature
- B. below the post script
- C. above the inside address
- D. between the inside address and salutation

(221) Which is the best way of writing the date in Business Letters:

- A. 2-1-19...
- B. 2¹/...
- C. January 2, 19...
- D. January 2nd, 19...

(222) Documents which are attached with the letters are called :

- A. post scripts
- B. enclosures
- C. information document
- D. subject matter

(223) A close punctuation style means:

- A. placing no punctuation at all
- B. placing punctuation at the end of each line in the date, address salutation and complementary close only
- C. placing punctuation at the complementary close only
- D. placing punctuation in the salutation only

Very Short Answer Type

(224) What will you do when you address a letter to a firm but want it to

reach a particular person?

(225) What is the mode of address and salutation when you write to the Chief Justice of an Indian High Court?

(226) What is the form of salutation when you address a group of women?

(227) Write an appropriate complementary close to the following salutations :

- (a) My dear sir,
- (b) My dear Mr.

(228) Do you accept the following expressions? If not, correct them.

- (a) Dear Dr. Raghunath Singh, M.D.,
- (b) Dear Shri Ram Kishore Esq.,

(229) What is a P.S.?

Short Answer Type

(230) The following two examples of letter-openings are faulty. Note the fault and present an improved version.

- (a) We regret that we cannot comply with your request.
- (b) We are always sorry whenever a customer decides to close his account with us.

(231) List five main characteristics of an effective business letter.

(232) What points should you keep in mind when you write a sales letter?

(233) Re-writer the following unsatis-

factory statements so as to make them more courteous.

- (a) It is foolish to think that we tried to deprive you of something that was rightly yours.
- (b) You claim you didn't receive the refund we sent you.

(234) A hastily dictated letter is given below. It is considered unsatisfactory for the purpose it is written.

- (a) What is the purpose of the letter?
- (b) Why is the letter considered unsatisfactory?
(Give only two important reasons)

"Gentleman,

We have received an order from Ajmer Electrical Co. Since your name was given as a reference, we are writing to obtain all the information you can give us about your dealings with this company. Please answer immediately."

(235) What is a D.O. letter? When is it used?

Work Assignments

(236) From the classified advertisement columns of any national/regional newspaper, select an advertisement that describes a job you believe you can fill. Write a letter applying for the job. Use facts only.

Material required :

Newspaper/Employment News.

(237) Messrs, Rupayan Bros. Jaipur Road, Ajmer, were supplied ready-made clothes worth Rs. 12,400/- on credit by Messrs. Prachi Textiles, Lajpat Market, Delhi last month. A letter from the seller requested the purchaser to remit the money immediately. Write a letter as from Messrs Rupayan Bros. explaining that a substantial portion of goods is still on hand, giving reasons for the same, assuring to send a cheque towards partial payment within a fortnight and offering to settle the balance by returning the unsold portion.

Material required : Nil

(238) Draft a suitable reply to the above letter urging the payment in full without delay. While doing so give reasons for inability to accept the unsold goods.

Material required : Nil

(239) You have received an urgent enquiry for certain seasonal goods from the placing of the order and the goods to be supplied within a week from the placing of the order and the rest after a month. Draft a suitable reply quoting prices and terms. Point out, that as a special case, you are reserving the goods urgently required by him and urge him to place his order

by a specific date.

Material required : Nil

(240) Write a letter to one of your agents, informing him that his sales are very much lower than those of other agents. Insist on his forwarding reports more regularly. Ask him to meet your sales organizer, visiting a neighbouring town.

Material required : Nil

(241) R. Dayal, your employer, leaves the following instructions on the table to be attended by you :

- A. Attending to the annual dinner of the Publishers Association cancelled. Organizing Secretary is to be informed.
- B. Inform Mr. Ramesh Chand, Managing Director, Northern Publishers, New Delhi, of my presence there on the 2nd Friday of the month. Will like to see him in the afternoon.

Prepare these two letters.

(242) Prepare a list of proof-readers marks for reference.

Material required : Reference book containing proof-readers marks

(243) M/s London Stores owe to the Bombay Stores, Jaipur, a sum of Rs. 9,500/-. M/s Bombay Stores plan to write a series of 4 reminder letters. The

4th reminder is that last one. Prepare a set of 4 letters which can be used by M/s Bombay Stores for collecting money from M/s London Stores.

(244) Improve upon the following letters which is considered a tactless as well as a discourteous one.

Gentlemen.

We have your order for four Himalaya Air Conditioners Model 3H T, which you asked us to send on open account.

Since we have never done business with you, we made several enquiries about your credit standing, but no one seems to have any information about you. We shall, therefore, have to hold up your order until you can supply us with your most recent financial statement and a few trade reference. If, then, we find your credit position satisfactory, we shall be glad to ship your order on open account. Otherwise we shall have to insist on cash in advance.

Very truly yours.

(245) Assume that you are working in the Order Department of the Ideal Publishing Co. You have today, the 26th April, received the following letters :

6th St., Ajmer
24th April...

Ideal Publishing Co.

Ideal Avenue

New Delhi

Gentlemen :

Please send me a copy of the paper bound edition of the Home Workshop by R.K. Dass. Enclosed is my cheque of Rs. 50/- to cover the cost.

Very truly yours.

Prakash.

Write a letter to Mr. Prakash that the paper bound edition, is out of stock and that the new print is not likely to come soon. If he likes, the hard-bound book edition costing Rs. 75/- can be sent. Return the cheque for Rs. 50/-.

(246) Rewrite each of the following telegraph messages, using not more than 15 words.

- A. There will be a sales meeting Saturday morning, in the office at 10 O'clock. Please arrange to be there. Bring requested estimates.
- B. Shri Rajiv Kulkarni wired saying he would be here tomorrow.

Is it possible for you to come back? Must know by 3 O'clock.

- C. In answer your telegram, suggest you offer a 4% discount, terms 2% 10 days. Delivery to be made FOB Bombay.

(247) Mr. J.S. Kapoor a B.Com (final) student of Aurbindo College, Malviya Nagar, New Delhi has applied for the post of confidential Assistant in your office. You need to know his antecedents.

Write a demi-official letter to the Principal of the college, he has last studied in, requesting him to send his opinion about the candidate.

(248) Your office has received a very favourable reply to your enquiry about the character of Mr. S.S. Grover, a candidate for the post of Stenographer.

Issue a memorandum informing Mr. Grover about date and time of speed test and interview.

The following information is to be conveyed : 25th July speed test from 8.00 a.m. to 10.00 a.m. and interview 11.00 a.m.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	213	214	215	216	217	218	219	220	221	222	223
Key	A	A	A	A	A	A	D	D	C	B	B

(224) Place an attention-line on the envelope and on the letter.

(225) The Hon'ble Chief Justice Mr.

(226) Dear Mesdames or Mesdames

(227) A. Yours faithfully or Yours truly.

B. Yours Sincerely or Sincerely yours.

(228) Dear Dr. Raghunath Singh or Dear Raghunath Singh, M.D.

Dear Shri Ram Kishore
Or Dear Ram Kishore Esq.

(229) Something forgotten in the main letter but written after the letter is signed, is called the Post Script.

(230) A. Negative .

— We have given a careful consideration to your request.

B. Too impersonal.

— We are sorry to learn that you have decided to close your account with us.

(231) (i) Definite purpose (ii) Con-

sideration for the reader (iii) Natural style (iv) Correct usage and form (v) Attractive appearance.

(232) (i) Try to attract the attention of the reader in the first para.

(ii) Create a desire for the product or service by appealing to various emotions.

(iii) Try to get action in the last para.

(233) (a) Let us assure you of your desire to be completely fair and honest with you.

(b) We are sorry to learn from your letter that you did not receive the refund we sent.

(234) (a) Request for information about the financial position.

(b) It is neither courteous nor specific.

(235) Demi-official letters are written between officers of equal status when the matter is confidential, requires immediate action and is of top priority.

Unit VIII : Postal Information

Objective Type Multiple Choice

(249) The services of the Post Office are made available by .

- A. Local Self Government
- B. State Government
- C. Central Government
- D. The State and Central Governments

(250) The full form of pin is .

- A. Personnel Inward Number
- B. Private Institute Number
- C. Phone Inward Number
- D. Postal Index Number

(251) The Post Office sends money through

- A. Money Order
- B. Demand Draft
- C. Cheque
- D. Bill of Exchange

(252) The Post Office has a scheme of Postal .

- A. Life insurance
- B. Fire insurance
- C. Marine insurance
- D. Accidental insurance

(253) The letter which should be delivered to the addressee only is sent :

- A. By Ordinary Post

B. Under Certificate of Posting

C. By Registered Post

D. By Book Post

(254) Mr. X can send money to his son quickly through the Post Office by :

- A. Ordinary Post
- B. I.M.O.
- C. M O
- D. Registered Post

(255) A person has purchased 12 years Savings Certificates worth Rs. 2000 - from the Post Office. He can encash them with full interest :

- A. immediately after the purchase
- B. at the expiry of three months
- C. at the expiry of twelve months
- D. at the expiry of twelve years

(256) The quickest means of remitting money through the Post Office is :

- A. Postal Order
- B. Cheque by Registered Post
- C. Money Order
- D. Telegraphic Money Order

(257) A person can send a cheque of Rs. 1000 - along with some important documents through the Post Office at his own risk by :

- A. an insured letter

- B. a registered letter
- C. an unregistered letter
- D. a registered parcel

(258) If the addressee of a registered letter is not available at his address, the Post Office should :

- A. keep the letter for an indefinite period
- B. send the letter to the Dead Letter Office
- C. return it to the sender
- D. deliver the letter to a neighbour

(259) The quickest way of communicating messages through the Post Office is :

- A. Telegram
- B. Express Telegram
- C. Trunk Call
- D. Lightning Call

(260) The most suitable method for despatching a letter, where the delivery receipt record is a legal necessity, is :

- A. Under Certificate of Posting
- B. Recorded Delivery
- C. Registered Letter
- D. Registered with Acknowledgement Due

Very Short Answer Type

(261) Name the machine which is used by business houses for stamping outward letters.

(262) What is the upper limit of the amount for a Money Order?

(263) Which is the facility provided by a Post Office for ensuring delivery of goods and recovery of its price?

(264) You want to spend the vacations in Bangalore, but you do not know your exact address now. You want to receive your mail during vacations in Bangalore regularly. What will you do?

(265) What type of letters are sent to the D.L.O. (Dead Letter Office)?

(266) Name the telegram for which a key word is essential.

(267) Name the service a Post Office provides that is parallel to that of a bank.

(268) Name the Government agency which is authorized to accept the payment of telephone bills.

(269) Give the name of the service that the Post Office provides to business houses and others for quick and definite delivery of letters, dispensing with the services of its own postman.

(270) What is the medium of obtaining acknowledgement of letters sent through a Post Office?

(271) Why do you pay more for an envelope purchased from the Post Office, though it bears a stamp of a less amount.

(272) Name the telegram through which the same message is sent to different addresses in one town.

Short Answer Type

(273) Describe the working of a Franking Machine in about 50 words.

(274) What is a business reply letter?

(275) State the limitations of telegrams.

(276) Write the types of telegrams based on secrecy, time and national boundary.

(277) Describe the air parcel service.

(278) Explain the procedure of opening and operating a cumulative time deposit account with the Post Office.

(279) What is the V.P.P. system?

(280) Enumerate the important services which are provided by Post Offices.

(281) Mention the steps that are required to open a Post Office savings account.

(282) Name the different types of communication facilities which are provided by Indian Post Offices.

Work Assignments

(283) Prepare a list of stamps of 10 different denominations to be

purchased for a period of one month. Your answer should be in the form of a table containing the following columns.

1. Serial number
2. Denomination of stamp
3. Number of stamps
4. Amount.

Materials required :

- (i) A sheet of paper
- (ii) A pen/ball pen
- (iii) A scale

(284) How will you have Trunk Booking under the dial system?

Materials required :

- (i) A working telephone set
- (ii) The latest telephone directory

(285) Write the following particulars (giving your own examples) at the proper places on the cover of your envelope:

- (a) Sender's Address
- (b) Receiver's Address
- (c) Type of letter, i.e., personal/confidential.

Materials required :

- (i) An envelope of 27 cms × 13 cms.
- (ii) Pen/ball pen
- (iii) Typewriter (if possible)

(286) You are asked by your boss to send Rs. 50/- as donation to Agarwal Sabha, Dhanventari Road, Mysore. Take a money order form and fill it up correctly with all the details.

Materials required :

1. M.O. form
2. Pen/ball pen/typewriter
3. Rs. 50/- and M.O. charges.

(287) Collect the following documents from the Post Office and fill them up properly with imaginary details:

- (a) Postal Order
- (b) V.P.P. Form
- (c) Acknowledgement Due
- (d) Under Certificate of Posting
- (e) Telegram form

Materials required :

All the forms can be procured from the Post Office.

(288) Your officer wants detailed and up-to-date knowledge with regard to postal rates and pin codes of State capitals. You are required to prepare a summary, get it typed and keep it for reference purposes.

Materials required :

- (i) Postal guide
- (ii) Postal pin codes
- (iii) Typing papers
- (iv) Carbon papers
- (v) Typewriter

(289) Write each of the following telegraphic messages in not more than 15 words:

- (i) There will be a sales executive meeting on Saturday, the 27th August at 9.00 a.m. Please make it a point to attend. Bring necessary documents.
- (ii) The interview for the post of Assistant Manager (Sales) is fixed at 10 a.m. in the office of the General Manager, on Friday, the 30th August. Kindly attend. T.A. D.A. will be paid according to the rules of the company.

Materials required :

- (i) Blank telegram forms
- (ii) Pen/ball pen/typewriter

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	249	250	251	252	253	254	255	256	257	258	259	260
Key	C	D	A	A	C	B	D	D	A	C	D	D

(261) Franking Machine

(262) Rs. 1000/-

(263) V.P.P.

(264) Post Restante facility

(265) Letters with incomplete addresses

(266) Cypher

(267) Savings Bank Account

(268) Post Office

(269) Post Boxes

(270) Acknowledgement Due

(271) Stationery charges

(272) Multiple address telegram

(273) Procedure of using Franking Machine: envelopes are classified according to the postal charges, i.e., envelopes which have the same postage are kept in one group. Then indications of Franking Machine are put accordingly. Envelopes are inserted in the machine and by use of the handle, they come out of the machine duly stamped. The date is also adjusted every day.

(274) Business reply letters are used by business concerns for attracting new customers. Postage is paid by the addressee. If the reader of the letters feels it necessary to order goods, he can order them just by writing some words on it and mailing it.

(275) (a) expensive

(b) no secrecy

(c) chances of ambiguous message due to the fault of man and machine.

(276) (a) On the basis of secrecy :

ordinary telegram, coded telegram and cypher telegram.

(b) On the basis of time :

ordinary telegram and express telegram

(c) On the basis of national boundary :

Inland and foreign

(277) The air parcel or air freight service is for packages of a prescribed minimum weight. The packages are usually handled by a freight agency which arranges for them to be collected and transported to the airport. This is a valuable service when small parcels are needed to be sent urgently.

(278) (a) Fill up the prescribed form.

(b) Deposit the amount.

(c) Collect the Pass book.

(d) Deposit the fixed amount once a month.

(279) The seller sells the articles to the customers by sending parcels through the value payable post. The Post Office delivers the parcels to the

addressee on receiving the prescribed payment and money order fee. The prescribed amount is then sent to the sender of the article.

- (280) (a) Letters
 (b) Remittances
 (c) Savings Banks and Investment
 (d) Telegrams
 (e) Telephone
 (f) Parcel Service
 (g) Postal Life Insurance
- (281) (a) Filling the prescribed form
 (b) Introduction of the person by one who is acceptable to

the Post Office

- (c) Give the specimen signatures as required
 (d) Deposit at-least Rs. 5 / -
 (e) Obtain the pass book from the Post Office

- (282) (a) Letters Post cards
 Inland Letters
 Envelopes
 Aerogramme
- (b) Telephone
 (c) Telex
 (d) Teleprinter
 (e) Telegrams and Cables

Unit IX : Office Communications

Objective Type-Multiple Choice

(290) Communication means :

- A. writing letters
- B. an exchange of facts, ideas, opinions by two or more persons
- C. telex system
- D. telephone equipment

(291) Internal communication in an office can be by way of :

- A. inter-com and telephone
- B. telex
- C. telegram
- D. teleprinter

(292) Communication is essentially a two-way process .

- A. It is not
- B. It is
- C. It is a single-way process
- D. It is a four-way process

(293) Communication is the transmission and receipt of ideas .

- A. It is only the transmission of ideas
- B. It is only receipt of ideas
- C. It is both A + B
- D. It is neither

(294) Communication among people

at the same level in the hierarchy is :

- A. upward communication
- B. downward communication
- C. diagonal communication
- D. horizontal communication

(295) The type of communication invariably used while giving orders is :

- A. oral communication
- B. downward communication
- C. visual communication
- D. written communication

(296) One of the most important, the most difficult and the most neglected skills in communications is :

- A. speaking
- B. writing
- C. face to face discussion
- D. listening

(297) Internal communication means:

- A. communication between relatives
- B. communication in a confidential room
- C. communication between persons of two organizations
- D. communication between persons of the same organization

(298) A dictating Machine is a form of :

- A. external communication

- B. oral communication
- C. written communication
- D. telephonic communication

(299) The inter-com system is used for :

- A. facilitating quick verbal communications within the organization
- B. connecting external with internal telephones
- C. increasing intra-office visits
- D. sending messages through phonograms

(300) Written communication is referred to oral communication because :

- A. written communication is accepted in courts of law.
- B. written communication is accurate and exact
- C. written communication creates records
- D. written communication advertises for the business

(301) Private Branch Exchange (PBX) facilitates :

- A. inter communication only
- B. external communication only
- C. both A + B
- D. mechanical communication

(302) A teleprinter assists in sending messages :

- A. orally
- B. in written form

- C. through tables
- D. by typewriter

(303) The foremost quality of communication is that it should be :

- A. confidential and legally acceptable
- B. written
- C. accurate and quick
- D. easily available

(304) A cablegram means :

- A. foreign telegram
- B. inland telegram
- C. coded inland telegram
- D. ordinary telegram

(305) Trunk calls are made for contacting people :

- A. within the local limits of the telephone exchange
- B. outside the local limits of the telephone exchange
- C. within the enterprise
- D. within the city

(306) A phonogram means :

- A. sending a telegram over the telephone
- B. telephone call
- C. trunk call
- D. local call

(307) The communication process involves :

- A. asking, telling, listening and understanding
- B. asking and understanding

- C. telling and asking
- D. asking and telling

Very Short Answer Type

- (308) Which form of communication is termed as the 'Grapevine'?
- (309) Name the most suitable method of communication for confidential matters.
- (310) Name the most important device of verbal communication.
- (311) Name the machine used to transmit written messages.
- (312) What type of communication flows from a superior to a subordinate?
- (313) What type of communication flows from superior to superior?
- (314) What type of communication flows from superior to superior?
- (315) "The information is communicated through a circular." Name the method of communication followed.
- (316) Which is the best postal stamping device used, when a large number of letters are to be dispatched by your office?
- (317) Which telephone system reduces the work of a telephone operator for internal and external communication?

Short Answer Type

- (318) What are the elements of communication?

- (319) What are the qualities of an ideal communication system?

- (320) Discuss the advantages of communication.

- (321) What does an upward communication consist of?

- (322) Explain rules for effective communication.

- (323) Mention five devices or mechanical communication.

- (324) Mention the advantages of a coded telegram.

- (325) Explain what is meant by the barriers in communication.

- (326) Mention five types of internal telephone systems used in big offices.

Work Assignments

- (327) It has been decided by the management to instal an "Internal Communication System", to serve a chain of 20 sections. Prepare a report for your executive explaining the various systems which could be installed, giving reasons for your choice.

Information required

- (i) Various system of internal communications, e.g., P.B.X., P.A.B.X. etc.
- (ii) Price lists and catalogues.
- (iii) Performance reports.

(328) Visit the industries/offices around your town and observe the channels of communication, their functioning and give your opinion.

Information required

- (i) List of industries/offices
- (ii) Someone to explain different channels of communication and their functioning

(329) Observe the flow of communication in your organization — formal, e.g., upward, downward and lateral, and informal and jot down these in the form of an organization chart.

Information required

- (i) Organization and its activities.
- (ii) Relationship between various positions and people.
- (iii) Chart paper.
- (iv) Pen and pencils of different colours.

(330) Write different types of letters keeping in mind the rules for effective written communication.

Information required

Various types of letters, e.g., Memoranda, Circulars, Notices. D.O. Letters.

(331) The Office Manager has to inform his subordinates of the pro-

posed audit inspection and direct them to be ready with the necessary registers and records brought up-to-date. Prepare a circular to this effect.

Information required

Instructions to be issued by the Manager.

(332) The office staff has grievances over the action taken by the management against one of their colleagues. They want to represent to the management. Assume the cause of the management's action and draft the representation.

Information required

- (i) Copy of rules and regulations
- (ii) Nature of grievances
- (iii) Action taken

(333) As Secretary of your organization, you are asked to prepare a notice of the General Body Meeting of employees.

Information required

- (i) Agenda of the notice
- (ii) Venue of the meeting
- (iii) Date of meeting
- (iv) Time of meeting

(334) In a situation where there is general indiscipline in an office, such as not keeping to working hours, not completing the work in time, etc., as Office Superintendent, you have been

asked to prepare a general circular to the office staff to make them realize their sense of obligation and informing them of the consequences of indiscipline. Draft a Circular.

Information required

- (i) Contents of disciplinary rules
- (ii) Standing orders, if any in operation
- (iii) Code of conduct

(335) About a week earlier the organization placed an order for the supply of 500 units by the end of this month. It has now been noted that supply is now required and must reach us within two days after which the supply will not be accepted. Draft a telegraphic message clearly conveying the contents of the above message.

Information required

- (i) Telegram forms.
- (ii) Telegram rates.
- (iii) Address of the supplier.
- (iv) Details of the order.

(336) Ask the students to collect various office forms, letters, communicating messages to parties, employees, and others. Also ask them to observe/practise/learn inter-com, telephone — PBX/PABX if the same is available in their organization.

Materials required :

- (i) Various forms in use in manufacturing organizations, offices, banks and companies.
- (ii) Telephone.
- (iii) Inter-com.
- (iv) PBX/PABX system.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. NO.	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307
Key	B	A	B	C	D	A	D	D	B	A	B	A	D	C	A	B	A	A

(308) Informal communication.

(309) Face to face conversation.

(310) Telephone.

(311) Teleprinter.

(312) Downward communication.

(313) Upward communication.

(314) Horizontal communication.

(315) Written communication.

(316) Franking Machine.

(317) PABX (Private Automatic Branch Exchange)

(318) (a) The communicator or sender.

(b) The communicatee or receiver.

(c) The stimuli or message.

- (d) The communication channels.
 - (e) The response or reaction of the receiver.
- (319) (a) Simplicity
(b) Accuracy.
(c) Durability.
(d) Economy.
(e) According to the size of the office.
- (320) (a) Communication services management to achieve the derived goal.
(b) It helps to co-ordinate the work of different sections of the office.
(c) It helps in motivating the workers.
(d) It helps in training the workers.
(e) It insures efficiency.
- (321) (a) Report.
(b) Opinion and attitude.
(c) Ideals and suggestions.
(d) Complaints, grievances.
- (322) (a) Short sentences.
(b) Avoidance of unnecessary words.
- (c) Use of simple words.
(d) Favourable impact.
(e) Effective communication rather than literary merit.
- (323) (a) Telephone.
(b) Telex.
(c) PBX.
(d) Teleprinter.
(e) PABX.
- (324) (a) Different code numbers are used for different situations.
(b) It maintains secrecy.
(c) It is economical.
(d) It saves the time of the sender.
(e) It insures efficiency.
- (325) (a) Badly expressed message.
(b) Poor language.
(c) Physical distance and poor layout.
(d) Bad organizational structure.
(e) Defective surroundings.
- (326) (a) P B X.
(b) P A B X.
(c) Direct telephone with extension.
(d) Inter-com.
(e) Radio telephone.

Unit X : Basic Elements of Public Relations

Objective Type Multiple Choice

(337) Public relations means to develop a sound relationship with:

- A. the customers
- B. the employers
- C. the creditors
- D. the whole society

(338) Public relations activities in the enterprises are controlled by:

- A. the Chief Manager
- B. the Office Manager
- C. the Public Relation Officer
- D. the Board of Directors

(339) Public relations include :

- A. chit-chatting with people
- B. making profits from people
- C. making decisions for people
- D. establishing sound contacts with people

(340) Public relations functions must be related with :

- A. the objective of the enterprise
- B. the public
- C. the Executive in the Public Relations Department.
- D. the Management of the enterprise

342. Public relations activities must be organized for :

- A. day to day only
- B. one year only
- C. specified period only
- D. on a long term basis

(342) A Public Relation Officer designs :

- A. a budget for his department
- B. an organization chart of the department
- C. public relations policy with the workers
- D. public relations programmes for the concern

(343) A separate reception room or waiting room is justified in the office of an enterprise because

- A. it is decorative
- B. it provides for good public relations
- C. the employees can rest there
- D. it assists in welcoming visitors who do not have an appointment

(344) Public relations introduce the:

- A. human factor in Management.
- B. special function of the management

- C. concept of the 'Personnel' in management science
 D. leadership style in management study.
- (345) Many forms of misunderstanding spring from:
- verbal communication
 - written communication
 - continuous communication
 - lack of communication
- (346) Public relations philosophy puts emphasis on the need for:
- downward communication
 - communication with outsiders
 - two-way communication
 - one-way communication
- (347) Public relations with employees can:
- guarantee to prevent strikes
 - play a useful role in elimination of misunderstanding and lack of information which may lead to strike
 - formulate a policy of dividing the employees and thus avoid strikes
 - prevent strikes by bribing the leaders of the strikers
- (348) Public relations is a:
- vocation
 - trade
 - profession
 - clerical job
- (349) Public relation is :
- barrier between the trade and public
 - propaganda to impose a point of view regardless of truth, ethics and the public good
 - a stunt to project a false image of the organization
 - advice on the presentation of the public image of an organization.
- (350) While participating in a trade fair, the Public Relation Office of an industrial enterprise should display:
- saleable products only
 - saleable products and production procedure
 - the journals of the enterprise
 - all the three above.
- (351) The responsibility of fixing the visit schedule of some important outsiders should be handed over to :
- the receptionist
 - the Public Relation Officer
 - the Works Manager
 - the Sales Manager
- Very Short Answer Type**
- (352) What does Public Relations bring together?
- (353) What are the main types of public relations activities?
- (354) Name any two methods em-

ployed to establish a relationship with employees.

(355) Which is the most economical and easiest method of communicating some information to the maximum number of people?

(356) What is the journal published by an organization for maintaining contact with its employees or with the public called?

Short Answer Type

(357) Why is public relations required in an industrial concern?

(358) State the importance of the functions of Public Relations.

(359) List the constituents of the society which form the environment of business.

(360) List the media (means) used for building public relations activities.

(361) Explain the functions of the 'Public Relations Department' in an enterprise.

(362) Enumerate the actions included in public relations practice.

(363) State the two main objectives of public relations in an industrial company.

(364) Enumerate the three benefits resulting from good relations between a company and its employees.

(365) In what different ways can the

Press Officer give news and information about the enterprise to the Press?

(366) Give the public relations activities that may be carried on by the Trade Associations for their members.

Work Assignments

(367) You meet with a Public Relations Officer of a business house and collect relevant literature relating to : "How they maintain contact with employees and customers."

(Visit the particular place and collect the information)

(368) Your friend Mr. Shatrughana is working as your subordinate in your office. He always comes late to the office. Your relationship is misused by him. As a Public Relations Officer, what do you propose to do now?

(369) You are working as a Personal Assistant to the Public Relations Officer of your organization. You are asked to design a public relations programme for one month by your superior. What steps will you take into consideration while chalking out the public relations programme?

Material required:

Copy of the past public relations plan.

(370) After investigating the present public relations policy, you come to the conclusion that it has failed completely in its functioning. Now you

have to frame a new public relations policy for your business enterprise. What factors will you take into account?

Material required :

A copy of the public relations policy.

(371) A foreign customer wants to visit your organization and stay for two days in the organization's Guest House. Suggest a schedule of taking him around the various departments, his stay, entertainment, food arrangements and also sight-seeing.

(No material is required for this assignment.)

(372) The Board of Directors of a concern has decided to send a team of five senior foremen to Japan for advanced training in the latest technology of manufacturing tools. You, as Press Officer, have been asked to prepare a Press Release in this connection. Prepare a brief and effective Press Report.

(No material is required for this assignment.)

(373) The network of the telecommunication system of your Head Office is prone to break down frequently. You, as a member of Public Relations Office are being sent to the General Manager (Telephones) to discuss and get an assurance for early and effective measures. Make a plan of points to be discussed.

(No material is required.)

(374) Some eve-teasers tease some female employees of your organization. As an official of the Public Relations Office, you have been asked to take the necessary steps to solve this problem. Prepare a plan of action to be undertaken to protect the female employees.

(No material is required.)

(375) There is no parking site outside or near your organization. Visitors have no alternative except to park their vehicles outside the main gate. Traffic Police Officers challan the owners of the vehicles and this practice is adversely affecting the public relations of the organization. How do you plan to solve this problem?

(No material is required.)

(376) The Directors of a limited company have decided to celebrate the silver jubilee of their company. As a Public Relations Officer you have been asked to furnish the names of important persons to be invited on the occasion. Make a list of persons with their designation, who should be invited to grace the occasion.

(No material is required.)

(377) After great efforts you could get an efficient Receptionist, Miss Geeta. She complains that Mr. Girdhari, the eldest son of your very valued cust-

omer, M/s Gupta & Sons, abuses her over the telephone, inviting her to accompany him to a hotel, cinema, etc., failing which he can complain about her to her boss which may result into her dismissal. You are absolutely satisfied with Miss. Geeta's sincerity, honesty, etc., but on the other hand, you are not in a position to endanger the relationship with your valued customer. Enumerate the steps, you would take as a Public Relations Officer, in handling the situation.

(No material is required)

(378) One of your workers, Mr. Gangu Ram is an ideal worker in your factory. During his 10 years of service in the factory his boss has always appreciated his punctuality, performance, co-operation, etc. Now in the six monthly appraisal report, the recently recruited Shop-Supervisor, Mr. Arjun Singh has made adverse remarks about his continuous irregularity for the last two months. How you would deal with the situation?

(No material is required.)

(379) Due to frequent failure of electric power, your management is planning to shut down one shift from the 1st of the next month and the Managing Director has asked you to convene a meeting of heads of various departments in the 3rd week of the current month.

Draft a circular inviting members to attend the meeting. Also give the agenda.

(No material is required.)

(380) After coming back from Japan, the Managing Director of your company has introduced a 'Prayer Song' (as practised in Japan) before the commencement of every shift, to motivate workers in the factory of your company. A suggestion box has been placed to get feed-back from the workers on this novel practice. As a Public Relations Officer of the factory, make a brief report to the Managing Director giving your considered opinion, based on the suggestions received.

(No material is required.)

(381) Collect three items of printed matter which the organization uses to communicate with internal and external people

(No material is required.)

(382) Make a secretary's calendar appointment page for March 11. The appointments and activities listed below were scheduled in advance for that day. Write up all the items on the page in a brief but clear form. Your employer is Shri R.L. Srivastava.

- (1) Shri Srivastava made a luncheon appointment at Qutab Hotel with L.N. Raizada for 12.30 p.m.

- (2) A letter from S.T. Kanungo of Bhopal, requested a 10 a.m. appointment, which was granted by return mail.
- (3) Official meeting, which Shri Srivastava must attend, is called for 3.15 p.m.
- (4) Shri T.K. Kaushik telephoned for an appointment and accepted your suggestion to come for a 20-minute appointment at 2. p.m.
- (5) Shri Kanungo wrote that he is unable to keep the scheduled appointment.
- (6) Shri Tondon, Sales Manager, requested that Shri Srivastava come to his office at 9 a.m. for a meeting.
- (7) Shri Srivastava asked you to verify a 2 p.m. appointment that he believes he made with T.T. Handa. In as much as you have scheduled another appointment at 2 p.m., you called Shri Handa and arranged for him to come at 10 a.m.
- (No material is required for this assignment.)

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351
Key	D	C	D	A	D	D	B	A	D	C	B	C	D	D	B

- (352) Closer business — society relationship
- (353) Inter and Intra-organizational
- (354) (i) House Journals; (ii) Joint Consultation
- (355) Press
- (356) House Journal
- (357) Its success depends on Public Relations
- (358) Evaluates public attitude. Identifies policies and procedures of the business organization with public interest. Executes programme of actions to earn public understanding and acceptance
- (359) (i) Shareholders of the company
(ii) Financial Institutions
(iii) Suppliers
(iv) Employees
(v) Customers
(vi) Government and Semi-government organizations
(vii) Legislators, political leaders and social organizations

- (360) (i) Press Release; House journal
 (ii) Radio & Television
 (iii) Advertising and publicity
 (iv) Films.
 (v) Direct Mail
 (vi) Lectures, Symposia, Conferences
 (vii) Counselling and suggestion system, etc..

- (361) (i) To assist other departments in the organization in P.R. activities
 (ii) To guide the management
 (iii) To choose effective advertising media
 (iv) To prepare advertising material
 (v) To establish international relationships
 (vi) To develop P.R. programmes and execute them
 (vii) To conduct reaserch in P.R. activities
 (viii) To create a good image of the enterprise in the society, etc.

(362) Public Relations practice includes -----

- (i) Everything that is calculated to improve mutual understanding between an organization and all

those with whom it comes into contact, both within and outside the organization.

- (ii) Advice on the presentation of the 'Public Image' of an organization.
 (iii) Action to discover and eliminate sources of misunderstanding.
 (iv) Action to broaden the area of influence of an organization by appropriate publicity.
 (v) Everything directed towards improving communication between people or organizations.
- (363) (i) To establish contact with three important sections of the public: customers, shareholders and employees.
 (ii) To promote the company's services and products in a highly competitive world.
- (364) (i) Employees will work more effectively and willingly;
 (ii) They will produce better goods at lower costs;
 (iii) Waste, carelessness and absenteeism will be reduced.
- (365) (a) Issuing Press Releases;
 (b) Press conferences and receptions;
 (c) Press facility visits
 (d) Letters to editors; and
 (e) Giving advertisements.
- (366) (i) the members, or their industry, and representing

- their interests on official and semi-official committees and in negotiations with Government Departments.
- (ii) Carrying out statistical and other forms of research, and providing an information services for the press, for members and for other interested in the industry.
 - (iii) Organizing collective displays, demonstrations and exhibitions; and holding conferences and meetings.
 - (iv) Providing export information and giving advice on overseas markets.
 - (v) Publishing journals, bulletins, reports, etc., both for the private use of members and for informing outsiders about the activities of the industry.
 - (vi) Making films, or seeking other forms of publicity to further the interests of the members of the association, e.g. by encouraging new entrants to the industry.

Unit XI : Convening and Conducting Meetings

Objective Type Multiple Choice

(383) The statutory meeting of a public company must be held:

- A. within three months of its incorporation
- B. within six months of its incorporation
- C. within six months of its commencement of business
- D. within a period of not less than one month, but not more than six months from the date at which the company is entitled to commence business

(384) The statutory meeting is required to be held by

- A. only public companies
- B. only private companies
- C. all companies
- D. statutory companies

(385) The first annual general meeting of a company must be held within :

- A. 6 months of its incorporation
- B. 18 months of its incorporation
- C. 15 months of its incorporation
- D. one year of its incorporation

(386) A proposal put before a meeting for discussion and decision, subject to amendment before its adop-

tion, is known as:

- A. a motion
- B. a resolution
- C. a motion as well as resolution
- D. an amendment

(387) The notice for a general meeting of a company must be given at least:

- A. 30 days before the meeting
- B. 21 days before the meeting
- C. 15 days before the meeting
- D. 7 days before the meeting

(388) A written record of the proceedings of company meetings is termed as

- A. report
- B. resolution
- C. minutes
- D. agenda

(389) A statement of business to be done at a meeting is termed as:

- A. agenda
- B. notice of meetings
- C. printed matter
- D. minutes of meetings

(390) The proper authority for convening a general meeting of a company is the.

- A. Secretary
- B. Managing Director
- C. Chairman of the Board of Directors
- D. Board of Directors

(391) Entries must be made in the minutes book kept for the purpose within:

- A. 45 days of the conclusion of such meetings
- B. 30 days of the conclusion of such meetings
- C. 21 days of the conclusion of such meetings
- D. 14 days of the conclusion of such meetings

(392) Unless the Articles of Association provide, otherwise, the quorum for a general meeting of a public company is.

- A. one-third of the members personally present
- B. two members personally present
- C. five members personally present
- D. four members personally present

(393) A report is:

- A. a communication from one person to another
- B. an account of something
- C. presentation of information in an organized form
- D. a written statement

(394) Report writing develops only the power of;

- A. discrimination
- B. judgement
- C. communication
- D. all these

(395) An interpretive-report contains :

- A. only collected facts and datas
- B. only observed facts
- C. facts, data, analysis and conclusions
- D. only recommendations

(396) Give examples of statutory reports and technical reports.

(397) State the characteristics of a report.

(398) State the limitations of a technical report.

(399) How do recommendations differ from conclusions.

(400) Distinguish between a report and a minute.

(401) Write the structure of a report.

(402) List out the purposes of a memorandum

Very Short Answer Type

(403) State the minimum number of Board meetings that must be held by a company each year

(404) Name the meeting which is held only once in the life-time of a public limited company.

(405) Which company officer attends the meetings without a voting right?

(406) What is the vote which a chairman of a meeting can give in the case of a tie?

(407) How many Directors must certify the statutory report?

(408) What is the quorum for a Board meeting?

(409) What is the minimum number of persons required to be present at a meeting called?

Short Answer Type

(410) What are the requirements that must be satisfied before a meeting can validly transact any business?

(411) Name three methods of ascertaining the sense of a meeting.

(412) List out any six businesses generally transacted in an annual general meeting of a company.

(413) Mention any six matters requiring a special resolution.

(414) What are the rules regarding proxy?

Work Assignments

(415) All the students of your class form the shareholders of a public limited company.

Some of them want to call an extraordinary meeting for transacting the following business:

- (a) removal of a Director.

- (b) matters consequent to the rejection of share transfer application.

Given the above situation

- (i) draft and send notices
- (ii) conduct the meeting
- (iii) record the minutes
- (iv) take follow-up action.

(416) Assume that 40 students of your class are attending the 19th Annual General Meeting of Mockers & Mockers Ltd., nine among them as Directors and one as Secretary.

Conduct the proceedings wherein you have to transact the following business:

- (i) Approval of minutes of the previous meeting.
- (ii) Election of Directors in place of those who are retiring.
- (iii) Adoption of Profit & Loss A/C and Balance Sheet.
- (iv) Declaration of dividend.
- (v) Removal of a Director before the expiry of his term.
- (vi) Appointment of Directors, Bankers, and Solicitors.

(417) Assume that you and eight friends of yours are Directors of a public limited company. Conduct an imaginary Board meeting.

(418) Draft the following:

- (a) Notice of the first Annual General Meeting of a public limited company

- (b) Letter of allotment
- (c) Call notice
- (d) Final letter of forfeiture
- (e) Balance tickets
- (f) Proxy form

(419) Draft the following resolutions:

- (a) Alteration of the name of the company.
- (b) Appointment of a Secretary.
- (c) Removal of a Director before the expiry of his term.

- (d) Sanctioning loan to a Director.
- (e) Awarding of contract in which a Director is interested.

(420) Prepare the specimen minutes on the following items, indicating the type of the meeting and the type of the resolution in each case:

- (i) Change in the company auditors.
- (ii) Issue of shares.
- (iii) Issue of debentures.
- (iv) Borrowing money in excess of the company's paid up capital and free reserve.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	383	384	385	386	387	388	389	390	391	392	393	394	395
Key	D	A	B	A	B	C	A	D	B	C	A	D	C

- (396) (a) 1. Annual reports
2. Auditors report
3. Statutory report

- (b) 1. Project report
2. Engineering report

- (397) 1. Accurate
2. Simple and unambiguous
3. Clear and analytical
4. Brief and constructive
5. Well planned and organized
6. Properly addressed, dated and signed

- (398) 1. Cannot be prepared by all
2. Requires calculations and drawings.
3. Conversion of technical lan-

guage into common language.

(399) Recommendation

1. Only suggestive and tentative in nature.

Conclusion : Only decisive and static in nature.

2. Has no binding implication on the authority to be followed.

Conclusion : Has binding implications.

3. Not supported by facts and data.

Conclusion : Supported by valid facts and data.

(400) Minute

Report

1. Has legal significance.

No legal significance.

CONVENING AND CONDUCTING MEETINGS

- | | | | | |
|-------|---|------------------------|-----------|---|
| 2 | No detailed descriptions. | Detailed descriptions. | (407) | Two Directors/Managing Director + one Director |
| 3. | In the form of resolutions | Narrative in nature | (408) | One third of its total strength or two Directors, whichever is higher |
| (401) | 1. Front matter | | (409) | Quorum |
| | 2. Main body | | (410) | The following requirements, must be satisfied :— |
| | 3. Back matter | | (a) | The meeting must be duly convened by a proper authority. |
| | a. Cover | | (b) | A proper notice must be served. |
| | b. Title page | | (c) | A quorum must be present. |
| | c. Preface | | (d) | A Chairman must preside. |
| | d. Acknowledgement | | (e) | Minutes of the proceedings of the meeting must be kept. |
| | e. Table of contents | | (411)(a) | By acclamation |
| | f. List of illustrations | | (b) | By voice vote |
| | g. Abstract and summary | | (c) | By a show of hands |
| | h. Introduction | | (d) | By ballot |
| | i. Discussion and Descriptions | | (e) | By division |
| | j. Conclusions | | (f) | By poll |
| | k. Recommendations | | | Any of the above three with proper explanation. |
| | l. Appendices | | (412) (i) | Adoption of the minutes of the previous meetings. |
| | m. List of references | | (ii) | Appointment of new Directors in place of retiring Directors. |
| | n. Bibliography | | (iii) | Adoption of audited Profit & Loss A/c and Balance Sheet. |
| | o. Glossary | | | |
| | p. Index. | | | |
| (402) | 1. Serves as a reminder and permanent record of meetings. | | | |
| | 2. Conveys information and policy decisions upwards and down-wards. | | | |
| | 3. Maintaining a flow of information across the levels. | | | |
| (403) | 4 meetings | | | |
| (404) | Statutory meeting | | | |
| (405) | Secretary | | | |
| (406) | Casting Vote | | | |

- (iv) Declaration of dividend.
 - (v) Appointment of auditors
Appointment of bankers and solicitors.
 - (vi) Any other matter with the permission of the chair.
- (413)(i) Alteration of the name of the company.
- (ii) Reduction of share capital.
 - (iii) Removal of Directors before the expiry of their terms.
 - (iv) Change in the object clause of the company.
 - (v) Change in the registered office of the company.
 - (vi) Pay interest out of the capital.
- (414)(i) Proxy form duly filled, signed and stamped must be deposited 48 hours before the commencement of the meeting.
- (ii) Proxy need not be a member of the company.
 - (iii) A member can appoint multiple proxies.
 - (iv) Members can inspect proxy form deposited with the company.
 - (v) Proxy has no right to participate in the discussion of a business.
 - (vi) Proxy cannot vote except on poll.
 - (vii) Institutional members can also appoint proxies.

Unit XII : Home Trade

Objective Type Multiple Choice

(421) Home trade activity is done between:

- A. two countries
- B. two neighbouring countries
- C. India and U.S.A
- D. within a country

(422) A wholesale trader deals in:

- A. one or several specialized commodities in small quantities
- B. one or a few specialized commodities in large quantities
- C. many commodities in small quantities
- D. many commodities in large quantities

(423) A trader who buys in large quantities and generally specializes in one line is known as.

- A. Wholesaler
- B. Retailer
- C. Middleman
- D. Broker

(424) In home trade, the wholesaler is the link between:-

- A. retailer and consumer
- B. producer and retailer
- C. producer and consumer

D. Central Government and State Government

(425) The retailer assumes a special position as a link between :

- A. manufacturer and wholesaler
- B. wholesaler and consumer
- C. broker and manufacturer
- D. manufacturer and super market

(426) A quotation is a:

- A. price list of all articles available
- B. price list of the articles asked for
- C. price list of the articles not sold
- D. prices published in newspapers

(427) When the prices of the items in the invoice have been overcharged, the seller sends a:

- A. Debit Note
- B. Credit Note
- C. Statement of Account
- D. Account Sales

(428) Which discount is least useful to consumer:

- A. Cash Discount
- B. Trade Discount
- C. Quality Discount
- D. Bulk Purchase Discount

(429) Mail order business is not very popular in India because:

- A. big showrooms are required to display the goods
- B. shops have to be located in the busiest centre of a city
- C. it is based on false advertisement
- D. it is not very easy to handle

(430) The place where a variety of articles are available in different departments under the same roof is known as:

- A. One price shop
- B. Multiple shops
- C. Mail Order business
- D. Departmental store

(431) A factor is an agent who sells goods :

- A. at the risk of the seller
- B. in the name of the seller
- C. in the name of the principal
- D. in his own name

(432) The price in which expenses upto loading of the goods are included is known as :

- A. Franco price
- B. C.I.F. price
- C. Loco price
- D. F.O.R. price

Very Short Answer Type

(433) Name the document which is sent by the seller to the buyer for over-casting the total of invoice by mistake.

(434) Name the document which is sent by the creditor to the debtor to

enable him to compare his account and also to draw his attention to the sum he has still to pay.

(435) Who undertakes the extra responsibility of guarantee for credit sales?

(436) Name the business which is entirely based on advertisement.

(437) What is the main aim of the seller to issue proforma invoice?

Short Answer Type

(438) Differentiate between a broker and factor.

(439) Why is the Instalment System more suitable to consumers than the Hire-Purchase System. Give two important reasons.

(440) Differentiate between C.W.O. and C.O.D. and 5% cash and 2½% within a month, terms of payments.

(441) When does the ownership of goods pass on to the buyer in the Hire-Purchase System?

(442) What is the object of multiple shops?

Work Assignments

(443) Mr. Ashok Kumar, an educated unemployed young man, desires to have a business of his own. Although he has no sufficient capital to invest, he is well known in business. He does not want to borrow money.

What type of business would you advise him to do and what steps would he undertake to carry on the business?

(444) You have been assigned the work of organizing a student's co-operative store in your school/college? How would you organize it? What steps would you take regarding the following.

- A. capital
- B. purchase of books and stationery
- C. accounts keeping
- D. disbursement of profit
- E. future expansion of the co-operative store

(445) Mr. R. Palkiwala runs a retail shop, while Mr. Javed Raees is the owner of a wholesale business house in the same market of your town. Study the working of these two business concerns and point out the difference in each of them regarding the following :

- A. extent of the capital employed
- B. types of customers who buy goods from them
- C. their source of purchase of goods
- D. quantity of stock of goods stored and sold by them.

(446) You run a retail shop in electricals and electronic goods in the busiest market of the town. What type of sales literature/advertisements would you like to have to secure business?

Collect some specimens.

Materials required:

Newspaper cuttings, leaflets, etc.

(447) Arrange a visit to the cereal market of your town and prepare prices current for the week and compare these prices with those of the previous week.

(448) Messrs. Ratilal & Co., Meston Road, Kanpur, have despatched the following goods to Messrs. Gupta Brothers, Jhansi :

130 metres Saxony

Tweed	@ Rs. 87.00 per metre
60 " Navy Blue Serge	@ Rs. 98.00 per metre
70 " Gray Flannel	@ Rs. 45.00 per metre
60 " Black Serge	@ Rs. 100.00 per metre
30 " Overcoating	@ Rs. 86.00 per metre

Packing and Forwarding Rs. 9.25

Trade Discount 12½%

Prepare the Invoice in proper form.

(449) Messrs. Gaya Ram & Sons of Surat have sold the following goods on behalf of Messrs. Selection Cloth House, Ahmadabad :

300 Silk Saris	@ Rs. 225 each
300 Cotton Saris	@ Rs. 75 each
150 Pairs of Coarse Dhotis	@ Rs. 57 each

The expenses incurred by Gaya Ram & Sons are :

Railway freight, Rs. 26, Cartage Rs. 12, Shop rent Rs. 100, They are entitled to a commission 6¼%.

Prepare an Account Sales in proper form.

(450) Messrs. Ideal Furniture House, Kanpur are the consignee (agent) for Empire Furnishing Mart, Kirti Nagar, Delhi. Prepare an Account Sales from the following particulars:

300 Office Tables	@ Rs. 80.20 each
30 Dozen Chairs	@ Rs. 40.10 each
144 Dining Tables	@ Rs. 7.200 per dozen
50 Steel Almira's	@ Rs. 800 each

Expenses incurred by the consignee are :

Railway freight Rs. 195.00, Cartage Rs. 90 20,

Godown rent Rs. 280.00, Fire Insurance Rs. 300.00

Sundry expenses Rs. 405.00.

Terms are : Sales Commission 7½ per cent

Delcredre Commission ... 2½ per cent

(451) You, being the supplier, have despatched the goods to your customer

as per his order and also sent him the invoice. Later, it was discovered that one item, No. 4 in the invoice, has been overcharged by Rs 90.00 while another item, No. 6, has been undercharged by Rs. 65.00

Mention the steps you will take to rectify the aforesaid mistake in the invoice and also for intimating the customer about it.

(452) You are a businessman dealing in hosiery items. You have sent an order for the supply of goods to a hosiery mill in Ludhiana. The supplier has sent you the goods by train, but the goods worth Rs. 2,000.00 have got damaged in transit due to the negligence of railway employees.

What steps will you take in getting the claim of the damaged goods from the railway authorities. Write in detail.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	421	422	423	424	425	426	427	428	429	430	431	432
Key	D	B	A	B	B	B	B	D	C	D	D	D

(433) Credit Note

(434) Statement of Account

(435) Delcredre Agent

(436) Mail-Order-Business

(437) To intimate the price to the prospective buyer.

(438) A factor runs a business, gets delivery of goods and gets money for the sale in his own name, whereas a broker acts and functions in the name of his principal only.

(439) A. After paying the first instalment, the purchaser becomes owner of the article.

B. He can lease the article or sell the article whenever required.

(440) In CWO, cash payment is made with the order while in COD, cash is paid on demand of the supplier. 5% for cash means 5% discount for payment of cash at the time of purchase. While 2½% within a month means

2½% discount will be allowed, if payment is made within a month.

(441) The ownership of goods passes in hire-purchase after payment of final instalment.

(442) (i) Direct contact between producer and consumer.

(ii) Automatic advertisement.

(iii) Elimination of middleman.

(iv) For easy recognition by consumers.

Unit XIII : Basic Reference Sources for Office

Objective Type Multiple Choice

(453) A dictionary will not serve the purpose for:

- A. correct spellings
- B. pronunciation
- C. abbreviations
- D. definitions

(454) The catalogue of a firm does not contain information regarding :

- A. methods of ordering and remitting
- B. methods of packing and transporting
- C. methods of maintenance
- D. methods of keeping stores, records

(455) Information about visiting places of a big historical town can be had from:

- A. Bus time-table
- B. Local newspaper
- C. Atlas
- D. City guide

(456) A ready reckoner contains information relating to:

- A. addresses
- B. calculations
- C. prices
- D. advertisements

(457) Various types of information pertaining to a particular trade or industry is available in a :

- A. Trade Directory
- B. Telephone Directory
- C. Ready Reckoner
- D. Newspaper

(458) The specific objectives of a company can be had in its:

- A. Articles of Association
- B. Memorandum of Association
- C. Prospectus
- D. Statement in lieu of prospectus

(459) Information about the prices of shares of different companies can be had from:

- A. Trade Promotion Council
- B. Trade Commissioner's Office
- C. Stock Exchange
- D. Chamber of Commerce

(460) The main purpose of keeping basic reference sources in an office is :

- A. the status of the firm
- B. correct information about a particular field
- C. immediate information about a field
- D. correct and immediate information about a particular field

(461) The sequence of making use of basic reference sources in an office is :

- A. preserving, procuring and presenting information
- B. procuring, presenting and preserving information
- C. procuring, preserving and presenting information
- D. preserving, presenting and procuring information

(462) The names and addresses of the importing enterprises of a particular company cannot be had from :

- A. Chamber of Commerce
- B. Post Office
- C. Trade Promotion Councils
- D. Embassy/ High Commission of that country

Very Short Answer Type

(463) How will you ensure the correctness of spellings?

(464) What is the source of information regarding books-- the correct title, the spelling of the author's name, the name of the publisher, the date of publication, etc.?

(465) How will you know about acceptable and unacceptable ways of dealing with customers?

(466) What will you do to know the full form of an abbreviation?

(467) What will you do to locate the State of a particular town?

(468) Mention the source of getting the names and addresses of important business concerns dealing in similar products.

(469) Name the source of information about tenders and public notices.

(470) Which publication is required for getting postal information?

(471) Name the two sources which help you in finding the telephone number of a particular person.

(472) Name two main sources which help you in knowing the arrival and departure of a particular train.

Short Answer Type

(473) What information does a standard dictionary contain?

(474) Describe an atlas in about 50 words.

(475) You find that you need to use the same word several times in a letter or report. How can you avoid this boring repetition?

(476) Name five reference books of value to a secretary. Which would you give first place in importance and why?

(477) Your employer has asked you to verify the date of an important news item. What will you do?

(478) What is the use of a Ready Reckoner to an office employee?

(479) What the use of an encyclopaedia to a business employee?

(480) What are the contents of a Government Publication-Year Book?

Work Assignments

(481) Clip and bring to class some current news items that might be of special interest to the office assistants of two of the following :

- A. Bank
- B. Super-market
- C. Electric goods firm
- D. Government office

Materials required :

- (i) Various newspapers of a particular period
- (ii) Scissors

(482) The personality pointer of an office secretary includes the following 10 items :

- A. Be observant—look around and listen to what you hear.
- B. Do not hesitate to use the telephone.
- C. Read incoming as well as outgoing mail.
- D. Refer to correspondence in the files.
- E. Write for specific information.
- F. Talk to callers.
- G. Build a scrapbook — articles, speeches, pictures, graphs, charts, maps.

H. Develop the habit of reading newspapers and magazines — make notations.

I. Maintain a card file for important notes.

J. Use the library.

Think of someone whom you admire for his or her ability to do the right and graceful thing. Rate this individual using the above personality pointer.

Materials required :

(Note:—The particular person may be rated on a three or five point scale) :

- (i) Sheets of paper
- (ii) Scale
- (iii) Pen/ ball pen/typewriter

(483) Think of yourself. Rate yourself critically using the same personality pointer as in the above assignment.

Materials required :

- (i) Sheets of paper
- (ii) Scale
- (iii) Pen/ ball pen/typewriter

(484) A list of addresses and telephone numbers of essential local community services, such as the local police station, ambulance, railway station, hospitals, fire brigade, power station, bus stand, etc., is available in the telephone directory. Make a copy of this list, either type or write it out neatly for insertion under your table glass.

Materials required .

- (i) Telephone Directory (latest edition).
- (ii) Typing paper/writing paper
- (iii) Pen/ball pen/typewriter

(485) The personal assistant of a Public Relations Officer of a company has been informed that Mr. William, an important client from U.K., is arriving in New Delhi on the 1st of September. You have been asked to collect information about the time and place of his arrival. How would you collect the necessary information?

Materials required :

- (i) Telephone set.
- (ii) Telephone directory
- (iii) Sheets of paper
- (iv) Pen/ball pen/typewriter

(486) Your boss, Shri Mehta, has put the following note on your table :

“Please get me a list of twelve hotels

with addresses, in this or nearby cities. Prepare the list from the classified telephone directory.”

Materials required .

- (i) Telephone directory
- (ii) Sheet of paper
- (iii) Pen/ball pen/typewriter

(487) Develop a bibliography of ten books published within the past five years on office practice.

Materials required :

- (i) List of Publishers and Libraries
- (ii) Telephone directory
- (iii) Sheets of paper
- (iv) Pen/ball pen/typewriter.

(488) You need to check the spelling of a rather unusual word, and it is not in your dictionary, what action would you take?

Materials required .

A list of dictionaries.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	453	454	455	456	457	458	459	460	461	462
Key	D	D	D	B	A	B	C	D	D	B

(463) Consult dictionary.

(464) See catalogue in the library.

(465) Read books on etiquette.

(466) Consult dictionary.

(467) Consult atlas.

(468) Trade Directory and Year Book.

(469) Newspaper

(470) Postal Guide.

(471) A. Telephone Directory
B. Telephone Enquiry Service

(472) A. Railway Time-Table
B. Railway Enquiry Service

(473) A. How to spell the word.
B. How to pronounce the word.
C. What part of speech it is (i.e. noun, verb etc.)
D. What the word means.
E. The derivation of the word (i.e. where it originated, from Latin, Greek, etc.).
F. Derivatives of the word (what other words have been formed from it).
G. Cross-references to other words that are related.
H. How to form the plural of the word.

(474) It is a volume of maps showing the world, continents and countries. Generally speaking, each map is repeated twice. Once to show the political features, i.e. which areas are under different governments and the second time to show the physical features, i.e. the mountains, rivers, etc. The index is helpful in locating towns and cities which you wish to check.

(475) The boring repetition of using

the same word several times in a letter or report can be avoided by using the synonyms.

(476) A. Dictionary B. Roget's Thesaurus C. Post Office Guide, D. Telephone Directory, E. Trade Directory.

The Telephone Directory will be given first preference as the secretary has to contact several people over the telephone.

(477) Refer to old newspapers of the firm. If not available, refer to Press cutting agencies which supply these cuttings on particular topics to those interested, from local, national and international papers.

(478) The Ready Reckoners which are volumes of calculations already worked out, help an office employee to check calculations without trouble in a short time.

(479) An encyclopaedia is useful to a business employee as it carries material of literary and general character as well as information on science and business.

(480) Government Publications — 'Year Books' contain all kinds of statistics and information, related to production and progress in a particular State or in India. Occasionally, they contain the annual reports of Government and semi-Governmental authorities.

Unit XIV : Office Layout and Records

Objective Type Multiple Choice

(489) Office forms are used to :

- A. show the organizational structure
- B. record purchase transaction
- C. help the management
- D. collect and transmit the information

(490) Classification of the office is based on :

- A. the basis of operation and functions of an enterprise
- B. the basis of indexing
- C. the basis of colour
- D. the basis of style

(491) Which one of the following forms will be more suitable to receive information from candidates for recruitment :

- A. Purchase order
- B. Quotation form
- C. Application form
- D. Invoice.

(492) Office stationery means :

- A. all such items which help in clerical work
- B. small items purchased and sold in a shop
- C. articles used in a house

D. raw material used in the productive process

(493) Selection of carbon paper is based on the element of .

- A. size
- B. quality and finish
- C. colour
- D. printing style

(494) Before selecting any item of stationery, the manager has to ensure :

- A. the quantity, quality and price
- B. the practice in other offices
- C. demands of the employees
- D. his own likings

(495) Which one of the following methods would be most suitable for purchasing stationery and supplies for a small business :

- A. tender
- B. buying from the supplies
- C. quotation method
- D. spot purchasing

(496) Office space planning is concerned with :

- A. congenial surrounding
- B. personnel
- C. supervising the office
- D. office layout

(497) Office furniture is primarily used for :

- A. decorating and making the office attractive
- B. providing place for men and materials
- C. saving floor space
- D. promoting the efficiency of an office

(498) An office layout is .

- A. an arrangement of personnel
- B. an arrangement of furniture and fittings according to functions
- C. determining the sequence of operation
- D. planning for maximum utilization of available space

(499) In a factory, layout is based on the flow of .

- A. machinery
- B. workers
- C. supervisors
- D. materials

(500) Process layout is the arrangement of men and machines on the basis of :

- A. work
- B. performance
- C. sequence of operation
- D. management

(501) A device whereby office forms are used in a continuous strip and are separated from each other is called .

- A. forms in a set
- B. multiple copy forms
- C. continuous stationery
- D. single copy forms

(502) Modular furniture is designed on the basis of motion and time study of the :

- A. manager
- B. subordinate staff
- C. supervisor
- D. directors

(503) If the office procedures and methods are not reviewed after a certain period of time The result will be :

- A. quick performance of work as the employees are well conversant with the procedures of work
- B. economy in cost as the necessity of imparting training to the employees will not be required
- C. delay and confusion in the performance of same work and oversight in the performance of activities
- D. curtailment of printing costs as the new forms need not be printed

(504) Planning for different sectional officer is made on the basis of :

- A. alphabetical order of name
- B. good personal relationship among the sectional officers
- C. number of employees of each section

D. the flow of work on the forward moving direction

(505) A good layout :

- A. saves the efforts of the management and makes it efficient
- B. facilitates smooth functioning utilizing the space well
- C. ensures proper supply of materials
- D. helps the personnel in solving their problems

(506) An open office means .

- A. an office in open space
- B. an office which is open for all
- C. an office that includes various departments in one big hall
- D. an office without doors

Very Short Answer Type

(507) How many sheets are contained in a 'Quire' and a 'Ream'?

(508) What is the floor space required for each worker in an office?

(509) Name the three classes of furniture required in an office.

(510) Mention any two considerations to be kept in mind while determining the location of an office.

(511) Under which method of stock-taking are all the items of stock checked and counted only at the end of the financial year.

(512) Mention the type of layout in

which men and machines are arranged on the basis of the sequence of operations.

(513) Name the form used at the time of the credit sales.

(514) Name any one type of desk used in an office

(515) Name the small room or cabin separated from the open office by partitions.

(516) Name the register in which the stationery issued to various offices and departments is recorded.

Short Answer Type

(517) State reasons for the use of office forms.

(518) Mention any three steps to control the use of office forms.

(519) State the methods of purchasing supplies.

(520) State four objectives of layout.

(521) What is the purpose of using furniture in an office?

(522) How would you judge the suitability of furniture for an office? (give three points)

(523) Mention three types of continuous stationery.

(524) Name four principles of form design.

(525) Why are the departments

separated from one another by half glass or wooden partitions?

(526) Name any eight items of furniture in an office.

(527) What are the bad effects of unsuitable furniture?

(528) What points should be considered while choosing a 'typist chair'?

(529) Mention the various stages in Record Management.

Work Assignments

(530) From a list of supplies and prices given to you by a local stationery dealer, fill in and complete an estimate of the total yearly cost of ten items used by your office. The headings across the top of your table will be as follows : Estimated yearly quantity,

8.4.85 Issued : 10 reams to Sales Department.

10.4.85 Issued : 12 Reams to Typing Pool.

22.4.85 Bought 25 reams from Bhola-nath and Raghunath Dutta & Sons.

1.5.85 Issued 8 reams to Purchase Department.

12.5.85 Issued 10 reams to Typing Pool.

23.5.85 Issued 10 reams to Works Department.

While restocking this item on 31st May what quantity would you order?

Make entries in the form shown below :

Stationery Stock Card

ITEM.... Maximum Stock : 50 reams
Minimum Stock : 20 reams

Date	Receipts		Issues		Balance of Stock
	Qty received	Invoice No.	Supplier	Qty. Requisition No	Dept

unit, Description of item, Correct unit Cost, Yearly cost.

Materials required :

(i).List of supplies (ii) List of prices (iii) List of items

(531) Rule up a Stationery Stock Record for the typewriting papers and make the following entries :

Maximum Stock : 50 reams; Minimum Stock : 20 reams.

1.4.85 Balance : 45 reams

Materials required :

(i) Invoice form in use (ii) Requisition form in use (iii) Register/proforma in which record entries are to be made

(532) You have been promoted from the typing pool to become secretary to the manager, who did not have a secretary earlier. An additional small room has been acquired for you. It is newly decorated but empty. Make a list of the furniture and equipment

you will need. Also point out the specifications and type of furniture required by you. (Information required : funds at disposal)

(533) Furniture is required for two newly appointed officers and four clerks. Make a list of suitable furniture for them and collect the rates from the cabinet makers of your locality (it is to be made of teak wood) and report it to your office boss.

Visit the shops of your locality and collect their price lists to be shown to the Office Superintendent for placing orders :

- (i) Room cooler or mini air conditioner
- (ii) Electronic clock
- (iii) Shops supplying papers, cards, registers, ledgers, etc.,
- (iv) Shops supplying carbon paper, pen/pencil, erasers, pins, James clips etc.

(534) Much stationery has been wasted owing to departments ordering too much at one time. It has been decided to issue the stationery once a week and each department has been instructed to complete a requisition form showing the estimated needs for the coming week. A simple and standard form must be drawn up and duplicated.

Design a form to include 10 items of stationery.

Information required :

- different items of stationery,
- procedure in use

(535) It is required to secure greater economy in the use of stationery in your office. You are asked to investigate the present position and submit a report of your findings together with suggestions.

Information required :— existing procedure of purchase, issue of stationery

(536) Make a list of manufacturers of dot pen refills/typewriting ribbon/duplicating carbon paper/desk calculators required for the office. Collect price lists from them and prepare a comparative statement for 4 stationery articles.

Information required : list of manufactures of office equipment supplies, price lists

(537) Go to a few local printing presses and collect the rates of printing the following articles:

- A. Printing Office File Covers — 2000
- B. 5000 letter heads Octavo (1/8) Demy size with bronze blue ink on bank paper and binding in 50 pads including delivery.
- C. 500 visiting cards (best quality) for Sales Manager and Sales Representatives.

D. Price list - 16 pages (double crown size 1/16).

In this case, the order is to be executed within three days.

Recommend to the Stationery Superintendent which press will fulfil your purpose best.

Information required : List of Printing Presses and their price quotations

(538) Design the following forms with necessary details and suitable sizes:

- (i) Incoming Dak Register.
- (ii) Outgoing Dak Register (Despatch Register)
- (iii) Sales Invoice
- (iv) Peon Book for local delivery of letters.
- (v) Readymade formal answers of letters of enquiry for the product the company is marketing
- (vi) Follow-up letters for those customers delaying payments.

(539) *Prepare a Lease:* Your employer asks you to prepare a lease on a printed lease form. Use the following information.

Lessor : Shri R.S. Srivastava
 Lessee : Shri H.M. Bansal
 Property Leased : Building to be used as residence,
 70-Mayur Vihar, Delhi-91.

Term of Lease : Two years to start from January.

Monthly Rental : Rs. 800/- to be paid during the first week of each month

Material required :
 Printed lease form .

(540) Power of Attorney . In order to take up certain banking and financial matters in connection with the business of your employer, Shri Lal Chand, you are to be given the powers to :

- A. Draw cheques against his current account No 344 SBI, Delhi.
- B. Accept all drafts or bills of exchange that may be drawn upon him.

Use printed forms and make one carbon copy. Use the current date and your city as the location of that business.

Material Required :
 Printed forms

(541) Collect the following forms in use either from an office of a manufacturing concern or a bank or an insurance company. Study these proformas for their use in your office.

- A. Purchase order
- B. Invoice
- C. T.A. & D.A. Bill
- D. Salary

Materials required :

Relevant proformas

(542) Fill in the T.A. Bill form of your employer, Shri Ram Kishan on the basis of the following information.

Railway Ticket from Delhi to Cal-

cutta Rs. 500/-, first class one way.
Road-mileage 40 Km. @ 2/- per km.
Hotel charges Rs. 50/- per day for 5 days. DA. @ Rs. 49/- per day for 5 days and Rs. 37/- per day for 3 days.

Material required :

T.A. Bill Form

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506
Key	D	A	C	A	B	A	B	D	B	D	D	C	C	D	C	D	D	C

(507) 24 and 480 sheets.

information is to be gathered and communicated.

(508) 40 sq. ft.

B. There is no scope of any information to be left out.

(509) A. Executive,

B. Clerical

C. Special Purpose

C. Facilitate use of multiple copies.

D. Facilitate filing.

(510) A. Availability of financial facilities.

B. Availability of communication facilities.

(518) A. Centralized administration.

B. Use of Forms Receipt and Issue Register.

C. Standardization of forms.

(511) Periodic stock-taking.

(519) A. Tender

B. Quotation

C. Spot purchasing

D. Buying from the supplier

(512) Process layout.

(513) Sales invoice.

(514) Executive desk/ Clerical desk/- Typist desk, etc.

(520) A. Maximum supervision at minimum cost

B. Smooth movement of personnel

C. Smooth flow of letters and files

D. Effective communication

(515) Private office.

(516) Stationery Issue Register.

(517) A. They make clear as to what

- (521) A. Seating
 B. Placing the files and stationery
 C. Keeping the office machines
 D. Storage facilities
 E. Increasing the efficiency of the office staff
- (522) A. Facilitates supervision
 B. Increases efficiency
 C. Does not interfere in the smooth flow of work
- (523) A. Roll stationery
 B. Interfold stationery
 C. Fanfold stationery.
- (524) Principles of — Use, Standardization, Centralised Control and Simplicity.
- (525) A. Facilitates supervision
 B. Provides automatic check on attendance
- (526) Typist's desk and chair:
 --Stationery cupboard
 --Filing cabinets
 --Office tables and chairs
- Accountant's counter with a slanting top.
 --Safe with cash box and books
 --Racks
 --Wall racks
- (527) A. Inefficiency in the office staff.
 B. Hindrance in the flow of work
 C. Uneconomic use of the office space.
 D. Bad effect on the health of the staff
 E. Absenteeism and high staff turnover.
- (528) A. Adjustability of the seat.
 B. Adjustability of the back rest.
 C. Padded seat and back rest.
 D. Light in weight and compact in size.
- (529) 1. Creation stage
 2. Utilization stage.
 3. Storage stage.
 4. Receival stage.
 5. Disposition stage.

Unit XV : Office Equipment

Objective Type Multiple Choice

(543) The internal telephone system:

- A. connects one room with another room in the same business house
- B. connects one business house with another business house
- C. connects one city with another city
- D. connects the District Headquarters

(544) The telephone was invented in :

- A. 1767
- B. 1777
- C. 1867
- D. 1877

(545) A dictaphone is used for :

- A. dictating on the telephone
- B. dictation directly by the boss
- C. dictation indirectly by the boss
- D. dictating on the inter-com

(546) Calculating machines can do :

- A. all sorts of computation
- B. all sorts of purchase
- C. all sorts of sales
- D. anticipate amount of profit

(547) A cash register is a :

- A. register in which cash receipt is recorded

B. register in which cash payment is recorded

C. machine in which cash receipt is recorded

D. machine in which cash payment is recorded

(548) A time recorder is used :

- A. in big factories
- B. in small factories
- C. when payment to labour is to be made on task basis
- D. at the time of departure of workers when payment is made on time rate basis

(549) A typewriter is used because typewritten letters are :

- A. cheap
- B. impressive
- C. reliable
- D. valid

(550) A Franking machine does not print :

- A. postal stamp
- B. Post Office seal
- C. a slogan
- D. name of the printer

(551) A Stapling Machine is used :

- A. to fasten papers

- B. to punch papers
- C. to fold papers
- D. to put wax-seals

(552) Which is not used as a labour saving device in business houses :

- A. Invoicing Machine
- B. Billing Machine
- C. Tabulating Machine
- D. Printing Machine

(553) A Private Branch Exchange (PBX) is essentially used to :

- A. communicate with persons in the same establishment
- B. to bring communications from outside through the telephone operator only
- C. to communicate freely
- D. to maintain secrecy

(554) A person with a telephone wanting to send a telegram quickly :

- A. has to visit telephone office
- B. has to fill the form
- C. can despatch a telegram through the telephone
- D. has to send a written message to the telegraph office

(555) Which one of the following systems would be most suitable for transmitting written messages quickly and accurately and also to get a prompt reply :

- A. Telephone Message
- B. Telex Message

- C. Telegram Message
- D. Postal Message

(556) To avoid forgery on a cheque, the equipment used is :

- A. sketch pen
- B. Cheque Protector
- C. a hand punch
- D. none of the above

(557) For a hotel serving tea, coffee and snacks the following is the most appropriate equipment :

- A. Book Keeping Machine
- B. Postal Franking Machine
- C. Coin Sorter
- D. Addressograph.

Very Short Answer Type

(558) What is the function of a dictaphone?

(559) What is the function of a Rotary Duplicator?

(560) What is an automatic numerator?

(561) Name the equipment used before inserting a letter in an envelope.

(562) Name the method used by most offices in making out copies from a master copy.

(563) Name three important instructional office machines.

(564) Name two important calculating office machines.

(565) Name two important recording office machines.

(566) Write the names of the machines which :

- A. Inscribe postal stamps
- B. Make small holes in papers
- C. Put down the date
- D. Put down the time
- E. Fasten papers
- F. Fold papers
- G. Put wax-seals

Short Answer Type

(567) Name any four different methods other than stencil duplicators for taking out copies of a given matter.

(568) Give any four advantages of electronic typewriters.

(569) Name any four objectives of mechanizing office services.

(570) Name any four precautions to be taken before mechanizing office services.

(571) Name any four purposes for which addressing plates (or Addressograph) are used.

(572) Name any four types of equipment (other than postal Franking Machine) that can be used in a mail-room of a large organization.

(573) Name the punch card equipment.

Work Assignments

(574) The Accounting Department of Usha Fan Co. has prepared for the Sales Department a rough draft of the figures showing the company's sales in leading cities (Calcutta, Madras, Bombay, Delhi, Ahmedabad, Kanpur, Agra, Ajmer, Chandigarh, Bangalore) during the first quarter of the year.

Calculate the totals of each city (use Calculating Machine) and type the table attractively on plain paper, making one original and four carbon copies. Use an Adding Machine to find totals.

Materials required :

A copy of the rough draft, a calculator, and an Adding Machine

(575) Enumerate the steps you would take while cutting master stencil paper for making out copies of the Balance Sheet of your organization. You are required to keep one inner column on either sides of the statement. First prepare a rough draft and then cut a stencil and bring out 200 copies of it.

Materials required :

Necessary figures for the balance sheet items; Typewriter; Brush to clean types; Stencil paper; Fluid ink bottle; Duplicator; Duplicating Paper; and Duplicating ink.

(576) You are employed in the Sales

Office of a large organization with 10,000 credit customers. Suggest how visible record and reference equipment could be helpful to the department by preparing specimens of records.

(No material is required)

(577) You are a manufacturer of a popular consumer product and have large number of retailers throughout the country. You pay a visit to an office where the sales ledger is already mechanized. Bring with you a few copies of mechanised ledger accounts which are not required there. Make a specimen copy that will be suitable for your concern for the approval of your Accountant.

(No material is required)

(578) You are an Editor of a weekly journal having more than 8,000 subscribers and 100 employees. With a view to reducing the work of writing addresses of the subscribers and preparing pay-rolls, your management desires to install the Addressograph System. How would you prepare address plates for the above two purposes giving specimens of at least one under each.

Materials required :

Addressing plates, Embossing Machines, and imaginary addresses.

(579) Send the following telegraphic

message through 'Phonogram' to one of your customers, M/s Chawla & Sons, 11/4, Chandni Chowk, Delhi-110 006. Telegraphic address is "CHASONS GOODS DESPATCHED"

— MODI BROS.

Also prepare a draft of the confirmatory copy of the above telegram. (Assume other necessary data.)

Materials required :

Telephone; telephone directory; typewriter; letter head

(580) After demonstration from the teacher, practice using the following labour saving devices:

- A. Guillotine
- B. Staple Opener
- C. Stappling Machine (large size)
- D. Shredding Machine (Record Destroying Machine)
- E. Binding Machine
- F. Dating Machine
- G. Collating Machine
- H. Franking Machine

Materials required :

All the above machines; papers, staples, etc.

(581) You are the Office Superintendent of your college. Some union leaders came to meet the Principal while he was away from the office. The union leaders have a grievance for

the admission policy adopted by the college and want improvements in other facilities.

Have an interview with them on the Principal's behalf and tape record it, so that when Principal comes, he can know the happenings in detail.

Equipment required :

A tape recorder.

(582) Prepare a proforma of an Incoming Phone-Call Register that can be kept in the Reception Room of an organization and make out at least four entries in it.

Materials required :

A blank register

(583) On a Dry Photo-Copier make out copies of the following documents.

- A. Mark Sheet of a candidate — 2 copies.
- B. Letter received from a customer — five copies.

Materials required :

Marks Sheet, a letter; Photo Copying Machine; Photo copying paper.

(558) To record dictation.

(559) To bring out several copies.

(560) To impress numbers consecutively.

(561) Folding Machine.

(562) Stencil Duplicating.

(563) Telephone, Inter-com, Dictaphone.

(564) Ready Reckoner

(565) Book-Keeping Machine, Invoicing Machine, Billing Machine, Cash Register, Tabulating Machine, etc.

(566)

- A. Flanker
- B. Punching
- C. Date Stamp
- D. Time Recorder
- E. Stapler
- F. Folding Machine
- G. Scaling Machine

(567)

- A. Typewriter
- B. Spirit Duplicator
- C. Printing
- D. Lithography
- E. Photo Copier, etc.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	543	544	545	546	547	548	549	550	551	552	553	554	555	556	557
Key	A	D	C	A	C	A	B	D	A	D	B	C	B	B	C

(568) Attractive typing, increased speed, more accuracy, more copies, less drudgery.

(569)

- A. Saving in time and labour
- B. Accurate result
- C. Avoids monotony
- D. Economical
- E. Control, etc.

(570)

- A. Full utilization of the capacity
- B. Comparative cost and speed
- C. Flexibility
- D. Easy in operation
- E. Availability of spares and stationery, etc.

(571)

- A. Preparing addresses of customers

and share-holders, etc

B. Preparing details for Pay Packets.

C. Preparing Form Letters.

D. Preparing Credit Cards.

E. Preparing Time Cards.

(572)

A. Mail Scale

B. Mail Inserter

C. Stamp Affixing Machine

D. Sealing Machine

E. Envelope Affixing Machine.

(573)

1. Punching Machine

2. Punching card

3. Verifiers.

4. Re-producing punches.

5. Sorters.

6. Interpreters.

Unit XVI : Reception

Objective Type Multiple Choice

(584) In a big business house the role of handling callers is done by :

- A. Security Officer
- B. Receptionist
- C. Liaison Officer
- D. Office Hostess

(585) The most popular method of recording the names of important callers is:

- A. memory of the secretary
- B. record on a separate paper
- C. record in the callers' register
- D. catalogue in a card index.

(586) A receptionist is in an important position because :

- A. she/he is the first person by whom the caller can judge the merits of a company
- B. she/he can contact any person/official in the company
- C. she/he has powers to fix appointments with the executives
- D. all the above

(587) Emergency visitors who arrive without any appointment should -

- A. be given an opportunity to calm down before meeting a member of the staff

- B. be told that they can receive attention only if they make an appointment in the proper way
- C. be invited to wait in a convenient room while the receptionist contacts the most likely person to deal with the matter
- D. be taken at once to the manager, however busy he is

(588) The best response to a visitor who expresses his appreciation of your service is .

- A. "That is quite alright, Sir"
- B. "Bring a box of chocolate."
- C. "You are very welcome, Sir."
- D. "Good morning, Sir."

(589) While dealing with a customer, the behaviour of a receptionist should be such that will boost :

- A. the customer's image
- B. the product's image
- C. the company's image
- D. all the above

(590) When the following people want to meet the boss, simultaneously approaching the secretary, the first to be interviewed is

- A. a supplier of raw material
- B. a Trade Union leader

- C. a customer
- D. a reason scholar

(591) When a customer approaches with a complaint, the receptionist should :

- A. send him to the boss immediately
- B. ask him to give the complaint in writing
- C. ask him to talk to the boss through the intercom
- D. send him to the department dealing with the matter of the complaint

(592) On a hartal day, your office remains open for preparing the final accounts to be submitted to the shareholders in the ensuing General Meeting. Your boss has gone out to discuss some related matter with the company Auditors in the same city. A few leaders of a procession in progress on the road approach you and request you to close the office. You will :

- A. close the office immediately
- B. suggest to the officer next in command, to order closing the office
- C. consult your boss through the phone
- D. give some excuse and sneak out for home

Very Short Answer Type

(593) What is expected of a receptionist when a caller enters the office?

onist when a caller enters the office?

(594) Mention any two type of callers in an office.

(595) List any two qualities which a successful receptionist should possess.

(596) Who is your employer's official spokesman?

(597) What step is to be taken for cancelling an appointment with the boss?

Short Answer Type

(598) What entries should be made by a receptionist to register each caller in the register of callers?

(599) What should a receptionist do if a caller, out of sorts, has come to register a personal complaint with the Managing Director of the firm without prior appointment?

(600) Name any five responsibilities of a receptionist to the employer.

(601) Should all callers be treated with the same degree of courtesy? Justify your answer.

(602) What is meant by inside messenger service and outside messenger service?

Work Assignments

(603) As Shri Mahajan's secretary, you are called upon to receive the callers who come to his office to see

him. Shri Mahajan has asked that you always find out the name of the caller and the purpose of the call before announcing the caller to him

A caller comes in and asks to see Shri Mahajan but does not tell you who he is. You have not seen him before. After some questioning on your part, you find out that he is Shri Prem Prakash, the Delhi representative of the Godrej Furniture Company of Delhi. Their products have just recently been put on the market, and Shri Prakash wants to talk about a sales promotion plan with Shri Mahajan

- (a) Write down your conversation with Shri Prakash and what you tell Shri Mahajan over the telephone when announcing Shri Prakash. Shri Mahajan will see Shri Prakash in about five minutes.
- (b) What would you do if Shri Mahajan does not tell you he is ready to see Shri Prakash after the five minutes have elapsed?

(604) Kumari Gargi, from the Accounts Department, asks to see Shri Mahajan. She has some statistical data that Shri Mahajan asked for. You announce Km. Gargi to Shri Mahajan over the telephone. Shri Mahajan tells you to take the data and any further message Km. Gargi may have, as he is busy at the moment.

Km. Gargi says that there is no message regarding the data. She believes that all the information is in the papers that she leaves with you

- (a) Write down both sides of the conversation with Km. Gargi and your conversation with Shri Mahajan
- (b) What will you do with the papers Km. Gargi leaves with you -- keep them on your desk until Shri Mahajan calls for them, put them with other materials that you intend calling to Shri Mahajan's attention within a short time, or take them to Shri Mahajan immediately?
- (c) On one of the call slips, record the result of your conversation with Km. Gargi. This message is to be attached to the papers left by her

(605) A pedlar comes in and insists on seeing Shri Mahajan. The rules of the office building are that no pedlar are allowed in the building without a permit. When you refuse to let the man see Shri Mahajan because you know Shri Mahajan would not be interested, the man tries to sell you something. You finally get rid of him by asking to see his permit and telling him that the building regulations require that peddlers without permits

be reported to the security staff immediately. The peddler leaves.

- (a) Write down your conversation with the peddler, beginning with your refusal to let him see Shri Mahajan. Always remember, in cases of this kind, that courtesy should be shown in every action in the office.
- (b) If you had to put in a call to the security staff about this peddler, what would you say?

(606) Shri Mahajan is interested in discussing further the matter of the new consignment of electric stoves about which he spoke to Shri Bose over the telephone. He asks that you write to the representative, Shri Harish Batra, Electric Products Corporation, New Delhi, making an appointment for next Friday at 10 a.m. Enter this appointment on the appointment schedule and write the letter.

(607) Complete the appointment schedule of Shri Mahajan for Friday, using the following data.

Enter an appointment with Shri jai Swaroop Kapoor of the United Express Company, Bombay, for 4 p.m. Friday. There has been some difficulty regarding shipments to three of the company's distributors in Bombay—Lalchandra & Co., Johri &

Co. and Lehri Brothers. Shri Kapoor wishes to discuss the matter with Shri Mahajan to make recommendations for improving deliveries.

The General Manager of the company Shri J.K. Reddy has called a conference for 1.30 p.m. Friday. Shri Saxena, the accountant, will also participate. Some changes have been suggested for the organization of the Billing and Accounting Departments to facilitate handling of data between the departments. The General Manager has called the meeting to study the suggestion proposed.

Enter an appointment of 3 p.m. Friday with Shri T.S. Chopra, of the Mail Equipment Company, who wishes to demonstrate some machines for use in the Mailing Department. These are designed to handle both incoming and outgoing mail with more efficiency.

Enter a luncheon appointment at twelve O'clock Friday with Shri R.S. Chauhan, Manager of Rustamjee & Co., our Madras dealer.

Place the schedule on the Office Manager's desk.

(608) As a receptionist you are faced by the following situations during a busy morning. Explain what action you should take in each case.

- (a) An important client from overseas is cut off by you. He was not ringing from his usual

office and the Sales Manager is furious.

- (b) The office boy is hit by a swinging door and his nose bleeds furiously.
- (c) The local police call in to check security arrangements in connection with their campaign. "Look out there is a thief about".
- (d) The Mailing Department ask you to obtain postage stamps to the value of Rs. 100/-.
- (e) A parcel delivered by special messenger appears damp from internal damage. It also smells strongly, rather like petrol or lighter fuel.

(609) A cassette, containing the identity of and questions from, 7 different kinds of callers, will be played to you. There will be a pause of 2 minutes between 2 callers. You are required to write down what you would have spoken or done while dealing with each of those 7 callers in the given 2 minutes, time.

Caller No. 1

"Excuse me. I would like to meet your Managing Director".

Caller No. 2

He arrives at 10 a.m. "I have an appointment with your Chairman at 10.30 a.m."

Caller No. 3

At 11.00 a.m. Mr. Sharma, a personal friend of your General Manager enters and greets you. "Good morning Miss Is your boss inside?" He proceeds towards the chamber at G.M. A meeting is in session in the chamber.

Caller No. 4

At 12.30 p.m. A delegation from a charitable association seeking donation, wants to meet your Chairman immediately.

Caller No. 5

A furious client calls on you and he wants to meet the Sales Manager immediately; but the Sales Manager is out of station.

Caller No. 6

A caller who introduces himself as Mr. Bhargava wants to meet your M.D.; but he is reluctant to disclose the purpose of his visit.

Caller No. 7

Mr. Wilson a regular caller whom you know is a braggart enters wishing you. He wants to meet the Purchase Manager. He starts talking to you.

Materials required

- (a) Pre-recorded cassette
- (b) A cassette player.

(610) Make a secretary's calendar appointment page for March 11. The appointments and activities listed

below were scheduled in advance for that day. Write up all the items on the page in a brief but clear form. Your employer is Shri R.L. Srivastava.

- (1) Shri Srivastava made a luncheon appointment at Qutab Hotel with L.N. Raizada for 12.30 p.m.
- (2) A letter from S.T. Kanungo of Bhopal requested a 10 a.m. appointment, which was granted by return mail.
- (3) Official meeting, which Shri Srivastava must attend, is called for 3.15 p.m.
- (4) Shri T.K. Kaushik telephoned for an appointment and accepted your suggestion to

come in for a 20 minute appointment at 2 p.m.

- (5) Shri Kanungo wrote that he is unable to keep the scheduled appointment.
- (6) Shri Tondon, Sales Manager, requested that Shri Srivastava come to his office at 9 a.m. for a meeting.
- (7) Shri Srivastava asked you to verify a 2 p.m. appointment that he believes he made with T.T. Handa. In as much as you have scheduled another appointment at 2 p.m., you called Shri Handa and arranged for him to come at 10 a.m.

Material required :

Specimen appointment calendar.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	584	585	586	587	588	589	590	591	592
Key	B	C	D	C	C	D	C	D	C

(593) The receptionist should greet him promptly, courteously, and by name, if possible.

(594) Casual callers; Regular callers; Service callers, Important callers and complainants.

- (595) (i) Tact and discretion,
(ii) Loyalty,
(iii) Honesty,

- (iv) Reliability and
(v) Memory.

(596) Secretary

(597) Inform in advance.

(598) The receptionist should make a record of the name of the caller, his business affiliation, the location of his business, the purpose of the call and

the name of the executive upon whom he is calling.

(599) The receptionist should overlook the caller's rudeness and should remain calm and courteous and should allow the caller to explain all the details of his complaint and then decide if the complaint warrants the personal attention of his employer.

- (600) (i) To make the caller's relations with the firm pleasant and satisfactory.
- (ii) To acquire essential information from the caller.
- (iii) To attend promptly to the request of the caller.
- (iv) To know his employer and his preferences.
- (v) To give his employer's wishes first preference.

(601) All callers need not be treated equally. Treatment depends on the following :

- (i) the importance of the client for the organization.
- (ii) nature of work
- (iii) urgency
- (iv) availability of the Boss's time.
- (v) the mood of the Boss.

(602) Inside messenger service — a few examples: delivering special messages or parcels inside the company; assisting in the transfer of files.

Outside messenger service — a few examples: messenger going out to get air tickets, getting blue-prints, drawings, copies, parcels; rendering recorded delivery of letters by office boys.

Unit XVII : Personnel Management

Objective Type Multiple Choice

(611) Job grading is in essence :

- A. analysing employees skills and putting them into suitable grades of jobs
- B. Grouping the workers according to the type of jobs they can take up
- C. Differentiating the skilled from unskilled jobs
- D. analysing jobs and putting them into suitable grades

(612) The Flying Squad method of training means:

- A. the type of training given to the pilots of the planes
- B. the type of training given to police personnel
- C. the method of training giving experience in all departments
- D. the type of training given before an employee goes to another department for work.

(613) If an employee is transferred to take the place of another employee, who has gone on leave or has been laid off, the transfer is called :

- A. production transfer
- B. personnel transfer
- C. placement transfer
- D. versatility transfer

(614) Standardization of salary scales, implies:

- A. one pay for all types of jobs
- B. same pay for the same grade of job
- C. averaging the pay received by the skilled and unskilled employees
- D. higher pay for the efficient and lower pay for the inefficient

(615) Labour turnover indicates:

- A. stagnant labour force
- B. change in labour force
- C. mortality of labour force
- D. sales effected through labourers

(616) The process of collecting and studying information relating to operations and responsibilities of a specific job is known as :

- A. job description
- B. job performance
- C. job analysis
- D. job satisfaction

(617) To record workers' attendance in a factory with more than 2000

employees, the following is an ideal system :

- A. by marking in the muster by employees themselves
- B. by marking the attendance by the time keeper
- C. using an attendance card on time-recorder
- D. using a stop-watch

(618) The Apprentice Act came in to existence in :

- A. 1947
- B. 1950
- C. 1961
- D. 1968

(619) An employer can take work, continuously in a day from his worker for not more than :

- A. 4 hours
- B. 4½ hours
- C. 8 hours
- D. 12 hours

(620) Employers are supposed to remit the contribution to the P.F. to the Regional Commissioner, latest by :

- A. 7th of the following month
- B. 15th of the following month
- C. 17th of the following month
- D. 20th of the following month

Very Short Answer Type

(621) What is the name given to the monetary/non-monetary rewards

given in addition to the regular wages.

(622) Name the document a department would send to the Personnel Department when the former needs to recruit an employee.

(623) What is a typing pool?

(624) Name the document on the basis of which workers' salaries (based on piece-rate method of wages payment) are calculated.

(625) To whom is "Refresher" Training is imparted.

(626) Name the test through which an employee's interest for the job is tested.

Short Answer Type

(627) Name any five fringe benefits, generally given to employees.

(628) What are the main advantages of on-the-job training?

(629) What are the avoidable causes of labour turnover?

(630) State various elements of job description.

(631) What factors are kept in mind while deciding the salary-scales?

(632) State the procedure for recruitment.

(633) List out the effects of employees turnover.

Work Assignments

(634) You are required to interview

candidates for an advertised vacancy on your staff. In order to save time and to ensure that all essential questions are asked and answered, draft an application form to be filled in by the applicants for the appointment.

Material required :
Employment News

(635) Prepare a history card of a sales officer aged 25 who began work in the office when he was 18, including any such information of a hypothetical nature as you imagine might arise in practice.

Material required :
Relevant details

(636) Prepare a job description for the head of the Mail Department in a large organization. The department is responsible for the collection and despatch of incoming internal and outgoing mail.

(637) After a thorough investigation the management of Goodluck Co., Ltd., has come to the conclusion that the reason for fall in productivity of the workers is due to the absence of adequate rest intervals to the employees. State how you would organize and control rest periods for break for coffee, tea or the like within an office and the suitable lengths of time to be set aside for such purposes.

(638) You have been appointed as a

Personnel Officer in a big concern employing more than 100 persons. On the staff side you feel that the training they have already had is inadequate to enable them to occupy higher positions in future. Prepare a report for consideration by the Board, giving your views and suggestions on the type of training programmes that can be given to them. Analyse the costs and benefits of these.

(639) Give a specimen time card of an employee, giving the time record for a complete week and where early departures and late arrivals are marked in red. Give suitable rulings in order to show the gross wages, total hours worked, overtime hours, overtime allowances, etc.

Materials required :
Job card/ Time recording card

(640) From the following details of an employee prepare a Pay-roll giving all the details.

Ticket No. 34357
P.F. A/ C No. 570
Days attended : 24
Days on C.L. : 2

Basic Pay :	1080/-
Washing Allowance	11/-
H.R.A.	40/-
L.T.A.	30/-
Other Allowances	115/-
P.F.	110/-
F.P.	19/-

Prof. Tax	15/-
C.T.D.	30/-
Relief Fund	1/-
Canteen	30/-
Credit Society	324/20

(641) Prepare an interview evaluation sheet under the following headings:

- Personal Appearance (dress, manners etc.)
- Technical Knowledge (academic, application of knowledge)
- Communication (clarity, fluency, appropriateness)
- General suitability (experience, interest, family background)

Fill in the above form with the help of imaginary information in respect of three candidates.

(642) A worker is absent for 10 days without giving any information to the organization and he has now come to work. Prepare a memo to be issued to him by the office.

(643) In order to improve the morale of workers and to reduce the wage disputes, Gama Co. Ltd., the confectionery manufacturers, request you to supply them full details with regard to

job grading. They further suggest that apart from the usual factors, the following are to be given due consideration; supervision, initiative, alertness, co-operation and vision. Classify the jobs, grade them according to the points secured.

(644) Draft a general report on the system prevailing in the office of a company in which you have been engaged for some years as Assistant Secretary when the following defects are known to prevail :

- Lack of punctuality
- Carelessness
- Inaptitude of certain members of staff.

Material required :

- Attendance Register
- Complaint Register
- Accident Register
- Aptitude test materials
- Particulars gathered from employees through discussions
- Particulars relating to physical conditions

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No.	611	612	613	614	615	616	617	618	619	620
Key	D	C	C	B	B	C	C	C	A	B

- (621) Incentives.
- (622) Personal Indent (Requisition).
- (623) An arrangement for versatile use of typists and typewriters.
- (624) Job Card.
- (625) Existing employees.
- (626) Aptitude test.
- (627) Fringe benefits (Any five from the following)
- (a) Vacation with pay
 - (b) Leave travel concession (L.T.C.)
 - (c) Feeding service
 - (d) Life-Insurance
 - (e) Retirement benefit
 - (f) Medical facilities
 - (g) Educational.
- (628) (a) The employee is trained on the job and at his work-place.
- (b) Enables the employee to get training under the same work environment with the same process, material and equipment that he will be ultimately using.
- (c) The responsibility of training is given to the immediate supervisor who knows exactly what the employee should learn to do.
- (629) (a) Bad working conditions.
- (b) Lack of proper amenities.
- (c) Lack of training facilities.
- (d) Lack of job security.
- (e) Dissatisfaction with hours of work.
- (f) Improper methods of promotion
- (g) Lack of retirement benefits.
- (h) Monotony of work
- (i) Strained relations with the supervisor.
- (j) Dissatisfaction with the job.
- (630) (a) Title of the job.
- (b) Summary of the job.
- (c) Details of the work to be performed.
- (d) Time taken.
- (e) Tools and equipment necessary.
- (f) Employee attributes required.
- (g) Working conditions.
- (h) Organizational relationship of the job (post).
- (631) (a) Different scales for different categories.
- (b) Sufficient to attract efficient staff.
- (c) For the sake of flexibility the minimum and maximum limits should be fixed.
- (d) Equal pay for equal work.
- (e) Easy to understand.
- (f) Overlapping of lower grades by higher grades should be avoided.
- (632) 1 Screening of applications.

2. Calling for the test.
3. Occupational tests.
4. Psychological testing.
5. Interview.
6. Appointment.
7. Training.

- (633) 1. increase the cost of new recruitment and training.
2. interruption in production.
3. increased loss due to wastage-spoilage and defects.
4. additional preventive costs.

Unit XVIII : Travel and Transportation

Objective Type Multiple Choice

(645) A programme which indicates the departure, arrival, places, days and dates of visits, etc. is known as :

- A. itinerary
- B. travelling schedule
- C. tour programme
- D. agenda

(646) While on an official tour, an official is entitled to :

- A. pay and allowances, including D.A.
- B. T.A. and D.A.
- C. T.A. only
- D. D.A. only

(647) A tour programme of a senior officer/manager is required to be circulated to :

- A. his P.A. only
- B. his superiors only
- C. his peon only
- D. all concerned

(648) For going by air from Delhi to Bombay, one has to travel by a plane of

- A. Air India
- B. Indian Air Lines
- C. British Airways
- D. a private air transport company

(649) An officer/executive of an organization entitled for travelling in the highest class of Railways would travel by

- A. Second Class
- B. First Class only
- C. II Class AC
- D. AC I Class

(650) For reservation/cancellation of a Railway ticket, the particulars required to be submitted are :

- A. name, age, sex and address
- B. name and sex only
- C. name and address only
- D. name only

(651) For carrying domestic luggage and household goods on transfer from Jammu to Trivandrum the best available transport would be :

- A. Goods Train
- B. Road Transport
- C. Air Transport
- D. Passenger Train

(652) If one is unable to travel in a train on a reserved seat/berth, reservation can be :

- A. cancelled
- B. cannot be cancelled
- C. adjusted for another date
- D. neither cancelled nor adjusted

(653) For purposes of travelling allowance on tour, employees are generally categorized in :

- A. Four grades
- B. Two grades
- C. Single grade
- D. No grades at all

(654) The tour programme of an official is required to be approved by his :

- A. colleagues
- B. personal assistant of his senior officer
- C. superior officer having the power to do so
- D. none of these

(655) The itinerary should not contain:

- A. dates and times of arrival and departure
- B. cities being visited
- C. methods and class of transportation, times and airports/stations being used
- D. the numbers of your boss's credit cards

(656) Before writing or calling to reserve accommodations for a trip the information to be assembled is :

- A. the type of accommodation desired by the boss
- B. the date and approximate time the boss expects to arrive
- C. the class of travel desired
- D. credit card numbers if cards will be used

Very Short Answer Type

(657) What is the other name given to a tour programme having all the relevant details of travel?

(658) How many classes are there in the Indian Railway System without air conditioning facility?

(659) What is the most comfortable means of travelling by road which is available now-a-days in a public transport network.

(660) Which would be quickest mode of travelling for an outstation distant journey?

(661) On which type of train will you have to pay the lowest fare?

(662) What is the thing in which all the papers connected with the trip are kept together in one place?

(663) What agency will you contact to know about the sight-seeing of places near Bangalore, where your boss will enjoy a few days' holiday besides his business tour?

(664) How much load can a single person take without any extra charge when he is travelling by :

- (a) train: (i) First Class (ii) Second Class
- (b) air economy class

Short Answer-Type

(665) What are the essential steps

required to be taken for the preparation of a suitable 'Tour Programme'?

(666) Name the items of date and information needed for the preparation of a tour programme.

(667) What are the essential pre-requisites for a Railway Reservation?

(668) What should be the important features of an effective and attractive Tour Note.

(669) Which are agencies in the public sector engaged in large scale travelling and transportation in our country?

(670) What information will you require for making transportation arrangements for your boss?

(671) State the steps of getting an A/C berth reserved in the Rajdhani Express from New Delhi to Bombay.

(672) What information will you need for getting hotel accommodation reserved?

(673) What is the significance of a Railway Platform Ticket?

(674) What are the penalties for cancelling confirmed AC reservations under the following circumstances:

- (a) More than two days before the departure of the train
- (b) More than 6 hours but less than 2 days before the departure of the train

(c) 6 hours before or after the departure of the train.

Work Assignments

(675) Prepare a tour programme of Mr. 'X' from Delhi to Bombay for one week. Take an imaginary date for the purpose.

Material required :

- (i) Tour programme form
- (ii) a sheet of paper
- (iii) Pen/ball pen/Typewriter.

(676) Get the reservations done for your officer and his family consisting of one daughter, two sons and his wife following the complete process of reservation. He wishes to travel from Delhi to Calcutta by Rajdhani Express. Select imaginary entries for this purpose. Also collect the Reservation Form from the nearest Reservation Office/Station.

Material required :

- (i) One reservation form
- (ii) pen/ball pen/typewriter.

(677) Keeping all techniques in view, prepare an attractive Tour Note on behalf of your officer which is to be put up for the approval of his senior. The officer proposes to visit Nagpur in connection with a seminar being organized by the Centre for Workers Education. Give your fair and frank

views for the justification of the visit.

Material required :

- (i) One note sheet
- (ii) pen/ ball pen/ typewriter.

(678) Fill up the form obtainable from the Booking Office of the IAC for a flight from Delhi to Srinagar. The information and other particulars for the purpose may be imaginary.

Materials required :

- (i) The necessary form
- (ii) pen/ ball pen/ type-writer.

(679) (I) Make a list of all the important stations falling on the route while going on a journey by train from :

- (a) Delhi to Bombay
- (b) Calcutta to Bombay
- (c) Bombay to Jammu Tawi
- (d) New Delhi to Madras
- (e) Jammu Tawi to Kanya Kumari

Materials required :

- (i) Railway Time table/ Rail Route Map
- (ii) Sheets of paper
- (iii) pen/ ball pen/ typewriter

(II) In an outline map of India, indicate the air routes for the following stations :

- (a) Delhi to Guwahati
- (b) Bombay to Srinagar
- (c) Madras to New Delhi
- (d) Nagpur to Chandigarh/ Shimla
- (e) Kashmir to Kanya Kumari

Note: To answer these questions, the shortest straight routes should be selected. The use of Railway, Airways maps is allowed.

Materials required :

- (i) An outline map of India with air routes
- (ii) A pointer.

(680) Prepare a tour programme of the Director, National Council of Educational Research and Training, (NCERT), New Delhi, taking the following information into consideration.

“He leaves New Delhi on Friday 9th August, 19...-(current year). Reaches Bombay in the evening. After attending a National Seminar on Educational Resources, proceeds to Bangalore on Monday to preside over a meeting being held to consider problems facing the implementation of the programme of Vocationalization of Education. Thereafter, he goes to Madras to have a meeting with the State Education Minister arranged to discuss the highlights of the 10+2 Pattern of Education. He is to be at Bangalore for two days and at Madras for one day. He returns to Headquarters on Friday the 16th August. The mode of travelling for all the places is by air.”

Materials required :

- (i) Tour Programme

- (ii) sheets of paper
- (iii) pen ball/pen/typewriter.

(681) Your Manager who is going on an official tour for ten days to Lucknow, Kanpur, Allahabad, Calcutta and Shillong leaves Headquarters at Delhi on the 10th of next month. He has programmed to stay for two days at each station mentioned above.

Prepare his tour programme for circulation to the concerned departments of your organization.

Materials required :

- (i) Tour Programme Form
- (ii) sheets of paper
- (iii) pen/ball pen/typewriter.

(682) Prepare a copy of the tour programme of your officer from 15th to 25th October, 19.... (current year) who will be leaving the Headquarters on the 15th for Calcutta with halt at Aligarh on the 16th. He will be at Allahabad from 17th to 20th for attending a conference, will proceed for attending another meeting at Patna on the 1st and will return to Allahabad on the 23rd, will proceed to Calcutta on 24th morning. Attend to the business and return by train to Delhi on the night of the 25th.

Materials required:

Tour Programme, form sheets of paper, pen/ball pen/typewriter.

(683) Explain the whole exercise when

as PS to the Managing Director of your organization, you are directed to get a seat reserved in the first available flight from Delhi to Bangalore. From where will you get the necessary information and what steps will you take to do the job?

Materials required :

- (i) Air Reservation Form
- (ii) Telephone
- (iii) Telephone Directory

(684) Prepare, study and practice on the following :

- (a) A check list for the tour
- (b) A check list for the meeting/conference
- (c) Reservation/Booking by air, rail, road and international flights.
- (d) Air Travel Guide, Railway Time-Table, Telephone Directory and other Oral Communication Systems

Materials required :

- (i) Sheet of paper
- (ii) pen/ball pen/typewriter
- (iii) Telephone Directory
- (iv) Air Travel Guide, Railway Time-Table.
- (v) Reservation form for air and road journey
- (vi) Air Travel Guide, Railway Time-Table.

(685) The Dean Academic, Dr. R.C.

Malhotra plans to fly to Bombay on July 20th, to conduct an Orientation Programme for Heads of Higher Secondary Schools and Officers of the Department of Education, Maharashtra on 10+2 pattern of education. Flight No. IC 186 takes off at 4.55 p.m. and reaches Bombay at 6 p.m. He stays there from 20th to 23 July.

He flies from Bombay to Hyderabad on 24th July by Flight No. IC 119. The departure time from Bombay is 1 p.m. and arrival time at Hyderabad on the 24th is 2.30 p.m. to attend the meeting of the Education Secretaries and Directors of Education. He will leave Hyderabad for Delhi by Flight No. IC 484 at 4.25 p.m. on the 25th. The scheduled time of arrival is 6.30 p.m. on the same day.

Prepare a tour programme. He desires to stay at the Hotel Taj Mahal during his stay in Bombay. Send a telegram to the Hotel for room reservation.

Materials required :

- (i) Tour Programme
- (ii) sheets of paper with Carbon papers & Directory
- (iii) pen/ball pen/typewriter
- (iv) Telegram form/Telephone along with the Bombay Directory or dairy where telephone nos. are written.

(686) You have been transferred to the General Manager's Office to

substitute for his P.A. Shri Mehta is also leaving next week on Monday to visit the branch offices of your company. His P.A. has left notes regarding his itinerary. You are to type the information in proper form.

Monday : Leave Delhi at 8.15 a.m. by Indian Airlines. Arrive Bombay 10.15 a.m. Hotel reservations at Bombay. Meet Shri Ram Chandran 11.30 a.m. Conference Bombay Office 2.30 p.m. Dinner with sales representatives 7 p.m., Hotel Taj Mahal.

Materials required :

- (i) Sheets of paper
- (ii) Carbon paper
- (iii) erasure chemical fluid or paper
- (iv) typewriter
- (v) Telegram form
- (vi) Telephone and Directory along with Directory of Bombay or dairy where telephone nos. are noted.

(687) Prepare a handy reference list of Bombay local trains and buses. Type the information on a paper for the use of your employer.

Materials required :

- (i) local train time-table of Bombay
- (ii) local city bus time-table of Bombay
- (iii) sheets of paper
- (iv) carbon papers
- (v) erasure/chemical fluid or paper
- (vi) typewriter.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q No	645	646	647	648	649	650	651	652	653	654	655	656
Key	C	B	D	B	D	A	D	A	A	C	D	C

- (657) Itinerary
- (658) Ist and 2nd Class
- (659) Delux Video coach with AC
- (660) Air
- (661) 2nd Class unreserved passenger train
- (662) Trip Folder
- (663) Tourist Office
- (664) (a) (i) 50 kg.
(ii) 35 kg.
(b) 20 kg.
- (665) (a) Personal details
(b) Dates of the trip
(c) Location or places to be visited
(d) Class and mode of travel
(e) Purpose
- (666) (a) Time of departure and arrival
(b) Date of departure and arrival
(c) Places to be visited and halts
(d) Purpose of tour
(e) Time and dates of return
- (667) (a) Personal data viz. name, sex, age and address, seats/berths required.
- (b) Date of journey
- (c) Name of the train and its departure time.
- (d) Class of travel.
- (e) Reservation well before the commencement of the tour.
- (668) (a) Exactness and accuracy.
(b) Full detail of tour programme
(c) A well defined prepared itinerary.
(d) Correct planning and scheduling.
- (669) (a) Indian Railways.
(b) Indian Airlines.
(c) Public transport systems.
- (670) (a) Your Boss's telephone number.
(b) The dates of the trip and the time of the first appointment on your boss's schedule.
(c) The location or locations to be visited
(d) The class of travel desired.
(e) Special connecting transportation service desired e.g. car rental
- (671) (a) Fill in the reservation form.
(b) Send a person to the Reservation Office with the reser-

- vation slip to buy the tickets.
- (c) Get the ticket and pass it on to the concerned officer.
- (672) (a) The type of accommodation desired by your boss.
- (b) The date and approximate time your boss expects to arrive.
- (c) The probable date of your boss's departure.
- (673) Railway platform ticket is a permit available at low cost for those who want to see off or receive the persons travelling by train. A person without a ticket may be prosecuted.
- (674) (a) Rs. 8
- (b) 20% with a minimum amount of Rs. 24 and maximum of Rs. 48.
- (c) 30% with a minimum of Rs. 36 and a maximum of Rs. 72.

Unit XIX : Handling Money

Objective Type Multiple Choice

(688) The record containing the disbursement of small and routine expenses in an office is known as :

- A. account book
- B. day book
- C. petty cash book
- D. payment ledger

(689) The primary document which evidences payment of an expense is called :

- A. invoice
- B. cheque
- C. paying-in slip
- D. voucher

(690) When an amount is received by a person, the 'cost of the revenue stamp affixed on the receipt must be borne by the :

- A. payee
- B. person making the payment
- C. bank
- D. enterprise

(691) The document issued for the amount received is known as :

- A. bill
- B. receipt
- C. invoice
- D. acceptance

(692) The quickest method of remitting money through the Post Office is :

- A. mail order
- B. postal order
- C. money order
- D. telegraphic money order

(693) A statement of estimated expenses or income is called :

- A. budget
- B. receipt and payment A/C
- C. income and expenditure A/C
- D. cash book

(694) A postal order is encashed from:

- A. treasury
- B. post office
- C. bank
- D. debtor

(695) A cheque writing machine is also known as :

- A. Comtometer
- B. Protectograph
- C. Franking Machine.
- D. Mimeograph.

(696) The amount handed over to the petty cashier by the chief cashier to meet the petty expenses is called :

- A. float

- B. advance
- C. fund
- D. suspense

(697) An ordinary postal order must be encashed within :

- A. 3 days
- B. a year
- C. 3 months
- D. 6 months

(698) Revenue stamps must be affixed if the amount exceeds Rupees

- A. 20
- B. 50
- C. 100
- D. 150

Very Short Answer Type

(699) Suresh, one of the members of the staff in your office where you are the petty cashier, requests you to advance a sum of Rs. 50/- towards some authorized office expenses which cannot be ascertained in advance. You pay him the amount. Name the document that Suresh is required to sign before he receives the amount from you.

(700) In an office on every first day of the month the petty cashier is reimbursed the actual amount spent by him, so that he can start the month with the same balance as in the previous month. Name the above system of petty cash keeping.

(701) When you deposit money in a bank, you have to fill a form containing a foil and a counter foil. What is this form known as ?

(702) As a cashier you happen to receive a cheque from a party, wherein on the left hand top corner of the cheque you find the name of another bank within the two parallel lines drawn diagonally. What kind of a cheque is this ?

(703) A cashier maintains a cash book with bank columns. When an amount is deposited in the bank it is entered on both sides of the Cash Book. What are these entries known as?

(704) Rs. 25/- have been paid for stationery. In which column should this transaction be entered in the Petty Cash Book?

(705) A cheque is crossed as follows :
What sort of crossing is it?

(706) Name the issuing authority of a One Rupee currency note.

(707) Mention the type of discount allowed to a debtor at the time of payment.

(708) Name the account to which the amount recovered on account of bad debts is credited.

Short Answer Type

(709) Why is a money order preferred

to a postal order for remitting small sums of money.

(710) The Cash Book bank balance does not tally with the Pass Book balance. Give any three reasons for the same.

(711) Payment of a large sum of money is generally made by means of a cheque or bank draft. Give any 3 reasons for the same. What will you look for, on the face of the cheque pertaining to its validity?

(712) When you deposit money in a bank you have to fill a pay-in-slip. Give any three uses of this form.

(713) Why should you not blindly accept a cheque from your customer and issue a receipt?

(714) What are contra entries?

(715) Under what circumstances can a cheque be dishonoured? Mention any five.

(716) What precaution should be taken while examining the genuineness of currency notes?

(717) How are soiled and torn currency notes exchanged with new ones?

(718) What precaution should you take to avoid possible fraud in cash?

Work Assignments

(719) Listed below are the names of some office machines. Select from

among them those which are used in the Cash Department of an office. Make a tabular presentation showing the use, brand names, and approximate cost of those machines.

- (a) Protectograph
- (b) Table Calculators
- (c) Cash Register
- (d) Mimeograph
- (e) Micro Processor.
- (f) Ultra-Violet Rays Machine
- (g) Tabulating Machine
- (h) Dictaphone.
- (i) Franking Machine
- (j) Flexo Writer.

Material required :

- (i) List of manufacturers
- (ii) Catalogue of office machines/-equipment along with prices.

(720) Contact an experienced Cashier of a bank in your local area and find out the ways and means to detect counterfeit currency. List them in your work book.

Material required :

List of counterfeit currency notes issued by R.B.I.

(721) Study the following properly :
Canara Bank balance Rs. 10,742.85

Bank of India overdraft Rs. 2,468.30
Opening cash balance of the day. Rs. 600.00

Cash collection up to 1.00 p.m. Rs. 8,038.45

A cheque drawn on Canara Bank for Rs. 15,800 is issued to Mr. Dinesh and another cheque for Rs. 1600 drawn on Bank of India is issued to Babu Lal. Both these cheques are sure to be presented today but these have not been accounted yet

Wages paid during the day Rs. 3,400.00

As a cashier, you are given full authority to deal in any manner so that cheques issued by the firm are not dishonoured. What would you do in the above situation?

Enter the transactions arising out of your action in the Cash Book Canara Bank a/c. Bank of India a/c and balance them.

You should take the following into consideration.

- (i) Canara Bank does not permit overdraft and insists on a minimum balance of Rs. 500 -
- (ii) Bank of India limits the overdraft facility to Rs. 5000/-. Assume that you use the same to the full extent.
- (iii) Banking hours are up to 2.00 p.m.
- (iv) Cash transactions of the office are closed at 1.00 p.m.
- (v) A cash balance of Rs. 600/- is to be maintained in the office.

Material required :

Cash Book

(722) The Head, Department of Teachers Education, NCERT gets an imprest money of Rs. 50/- as permanent advance for incurring the petty expenditure of the department. During the current month he has utilized a part of the amount detailed below :-

<i>Date with current month</i>	<i>Article</i>	<i>Quantity</i>	<i>Amount</i>
01	Table Glass	1	4.00
06	Rubber Stamp	2	4.00
09	Petrol for Jeep	4 Lit.	16.00
15	Taxi Charges	—	5.00
23	Local (Telephone)	2	4.50

Prepare details of vouchers and covering note.

Material required :

Proforma of vouchers and covering note.

723. Messrs. Dhariwal & Sons has requested your firm to draw on them B/E for the amount of their past due account Rs. 1370.50, today, a thirtyday sight draft.

Material required :

Proforma of B/E.

724. An incorrect invoice has been received in the branch. The Branch Manager has given you the following instructions. "Send this invoice back to the main office. Tell them they have made a mistake. Tell them what the trouble is and ask them to send us a correct bill. Also, tell them what the difference is in the total; if there is a difference sign my name."

Write the letter; make one carbon copy. Assume that you return the original invoice by attaching it to the original of your letter. Indicate the number of enclosures.

Material required :

A copy of the invoice.

725. From the Accounting Department, you will go to the Billing Department to assist for a few days.

Type invoices for the following orders.

Assume that the date is January 12. Make one original and one carbon copy of each invoice. Do not forget to allow the trade discount of 15% from the total amount of each invoice.

(a) Shri K.L. Wali, 35 Juhu, Bombay Invoice No. 731

100 Waste paper baskets	at Rs. 10-50
120 Desk pads	at Rs. 12-80
60 Chair cushions	at Rs. 22-50
40 Desk trays	at Rs. 11-75
100 File folders	at Rs. 1-95

(b) Shri Chhote Lal, 26 Chandni Chowk, Delhi Invoice No. 732

12 Desks per set	@ Rs. 14-25
100 boxes medium pencil	@ Rs. 100.00
10 Stapling Machines	@ Rs. 12-50

(c) Ajanta Departmental Stores, 20 Mahatma Gandhi Road, Ranchi, Invoice No. 733

100 Typewriters ribbons	@ Rs. 20-00
120 Standard fountain pens.	@ Rs. 10-00

Material required :

Printed invoice forms

726. Hari Lal & Sons, Athwa Lines, Surat (Gujarat) received 6 Usha sewing machines instead of the five he ordered and has returned one for credit. The receiving department reports the return of the machine in good condition. Make out a credit Note. The price of the machine is Rs. 500/- on which he will receive a discount of Rs. 50 -.

Give them credit also for the prepaid expenses which amounted to Rs. 35/-.

Material required :

Credit Note Form

727. This is the time of month when statements of accounts are sent to your customers. You are to assist in

the typing of the statements. Here are two accounts taken from the ledger. Type statements for these accounts. Make one carbon copy of each. Itemize the debits and credits and show the balance still due. Use a calculating machine if possible.

K.P. Lehri : 1-51 Malviya Nagar Market, New Delhi

Debits:	Jan. 2,	Rs. 407-00;	Jan. 17,	Rs. 470-50,
	Jan. 19,	Rs. 300-20,	Jan. 23,	Rs. 240-40
Credits:	Jan. 16,	Rs. 250-00,	Jan. 20,	Rs. 650-00

Mohan Lal & Brothers, 51 Vikram Road, Ujjain

Debits:	Jan. 6,	Rs. 250-30,	Jan. 12,	Rs. 480-40
	Jan. 27,	Rs. 750-30		
Credits:	Jan. 9,	Rs. 320-50;	Jan. 23,	Rs. 160-00

Materials required : Statement of Account Form

728. Price lists are typed in the Billing Department, on the basis of figures on incoming invoices. In typing these price lists you may refer to the code shown below. Cost figures are usually shown in code, so that a customer who happens to see a price list will not be able to ascertain the price the store

paid. On these price lists, although costs figures are shown in code, selling prices are shown in plain figures.

CODE (Used by your firm) :

H U N T E R W A L I

1 2 3 4 5 6 7 8 9 0

A cost of Rs. 15-90 would, therefore, be shown as H E — L I

<i>Price List</i>	<i>Cost per price</i>	<i>Sell</i>
Shirts long size	Rs. 80-00	Rs. 90-00
Shirts medium size	Rs. 60-50	Rs. 75-00
Shirts small size	Rs. 40-80	Rs. 55-50
Blouses long size	Rs. 30-50	Rs. 45-00
Blouses medium size	Rs. 20-30	Rs. 32-50
Blouses small size	Rs. 15-20	Rs. 24-80

Materials required : Printed form of price list

(729) Collect the different types of forms used in a bank and mount them on a specimen book. Fill in the necessary details.

Materials required :

Various forms used in a bank

(730) Make a Ready Reckoner for :

(a) Money Order commission from Rs. 100 to Rs. 1000

(b) Dearness allowance at the following rates.

Basic Pay up to	D.A. rate
Up to 300	55% of Basic
301 to 500	45% of Basic
501 to 700	30% of Basic

Make the same for multiples of 25/-

Materials required:

Rate structure of commission and D.A.

(731) Write out an analytical Petty Cash Book maintained on imprest system from the following transactions.

January	1, Issued a cheque of Rs. 100/- for petty cash.	
"	2, Paid electricity expenses	Rs. 3-25
"	4, Paid Trunk Call charges	Rs. 2-50
"	5, Paid for refreshment	Rs. 5-00
"	6, Paid for cartage	Rs. 1-25
"	8, Paid for printing	Rs. 3-75

"	10 Purchased typing paper	Rs. 4-50
"	15 Paid for stationery	Rs. 6-00
"	16 Paid for rickshaw charge	Rs. 12-00
"	25 Paid taxi hire for the Sales Manager	Rs. 20-00
"	28 Tea and tips to peon	Rs. 1-50
"	31 Paid Krishna against his A/C	15-00
"	31 Bought stamps	2-50

Materials required : Nil

(732) The following are the transactions of a particular day. Figures given in brackets denote the denomination of currency.

(a) Opening Balance	Bank.	4374-15
Cash		1017-80
(Denomination No.)		
100 x 2	200-00	
50 x 6	300-00	
20 x 14	280-00	
10 x 7	70-00	
5 x 24	120-00	
2 x 8	16-00	
1 x 19	19-00	
Coins	12-80	
	1017-80	
Cheques		3900-00
(b) Received a crossed cheque from Mr. 'X' a customer		2900-00

- (c) Paid for Stationery 45-80
 10 x 4 = 40-00
 5 x 1 = 5-00
 coins 0-80
 45-80
- (d) withdrew from Bank for office use
 100 x 30 = 3000 3000-00
- (e) Cash sales 915-70
 10 x 90 = 900
 2 x 7 = 14-00
 coins 1-70
 915-70
- (i) Deposited in the bank
 100 x 4 = 400-00
 50 x 4 = 200-00
- Paid salary to staff
 100 x 26 = 2600-00
 5 x 8 = 40-00
 Coins -90
- 2640-90
- (f) Paid to 'C' by cheque on a/c 7200-00
- (g) Received a credit advance from the Bank informing of a direct deposit of Rs. 4200-00 4200-00
- (h) Advance to the petty cashier 100-00
 100 x 1
- It is the practice of the firm to deposit in the bank only the cheques received on the previous day.
- From the above, write up a cash book and find out the closing balance of cash and bank.
- Also show the break up of denomination of closing balance as given in the case of opening balance.

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS

Q. No	685	689	690	691	692	693	694	695	696	697	698
Key	C	D	C	B	D	A	B	B	A	D	A

- (699) Cash in hand voucher. (703) Contra entries.
- (700) Imprest - System of Petty Cash Book. (704) Stationery Column.
- (701) Pay-in-slip. (705) General Crossing.
- (702) A specially crossed cheque. (706) Ministry of Finance.
- (707) Cash Discount.

(708) Bad Discount.

(709)(a) It is cheap;

(b) No need of separate envelope;

(c) Payment is made at the door of the payee

(d) Acknowledgement is received by the sender

(710)(a) Cheques deposited but not realized;

(b) Cheques issued but not presented for payment;

(c) Bank charges debited by the Bank not accounted for in the Cash Book;

(d) Interest allowed by the Bank but not shown in the Cash Book.

(711)(a) There is a double proof of payment.

(b) It is also required under the Income Tax Rules, i.e., if payment exceeds Rs. 10,000/-

(c) Convenience in remittance and collection.

(712) Uses

(a) Counterfoils act as an acknowledgement by the Bank of the receipt of the money

(b) Can be used as supporting voucher for accounting

(c) Bank makes entries in the account on the basis of the same

(713)(a) Date must be checked, should not be antedated.

(b) Any overwriting, alteration, etc., should be counter signed by the drawer

(c) Amount in words and figures should tally.

(714)(a) These are made in a three column Cash Book when both bank and enterprise are involved in a transaction

(b) Entries are made simultaneously on the debit side as well as credit side of cash book

(c) If bank column is debited, the office column is credited.

(d) These entries are not posted in the ledger.

(715)(a) Cutting and overwriting

(b) Difference in words and figures

(c) Lack of sufficient funds.

(d) Forged signatures

(e) Torn and mutilated

(716)(a) Should not be mutilated and torn

(b) Should not be soiled

(c) Must bear the water mark of the National Emblem

(d) Currency notes of Rs. 5 and above must have a thread mark

(e) Compared with the list of forged notes issued by the Reserve Bank of India.

(717)(a) Prepare a list of such notes

- (b) Present at the proper counter of the RBI/SBI
 - (c) Receive the new notes.
- (718)
- (a) An iron safe
 - (b) Two keys with two different responsible people
 - (c) Fidelity insurance of the person handling the cash
 - (d) Cash in hand should not exceed the minimum amount decided. Surplus should be deposited in the Bank
 - (e) Payments of large amounts should be made through crossed cheques
 - (f) Two or more persons should be involved in the process of receipt of cash.

Unit XX : Using The Services of A Bank

Objective Type Multiple Choice

- (733) A Bank is an institution which only
- A. receive money
 - B. pays money
 - C. receives, pays and lends money
 - D. lends money
- (734) Collection of money by the bank is entered:
- A. on the debit side of the pass book
 - B. on the credit side of the pass book
 - C. on the debit side of the cash book
 - D. on the credit side of the cash book
- (735) A time barred cheque is called :
- A. anti-dated cheque
 - B. post-dated cheque
 - C. order cheque
 - D. state cheque
- (736) Bank rate is the amount allowed:
- A. by the Reserve Bank to other banks
 - B. by the commercial banks to their branches
 - C. by one commercial bank to its customers
 - D. by the Government to the banks
- (737) A customer is a person
- A. who opens an account with a bank
 - B. who goes to a bank daily
 - C. with whom the banker has some regular and formalized banking business
 - D. who is an employee of the bank
- (738) A cheque is an unconditional written order to pay a specific amount:
- A. by a banker
 - B. by a person
 - C. by the drawer of the cheque
 - D. by the Government
- (739) Amounts from fixed deposits can be withdrawn:
- A. daily
 - B. twice in a week
 - C. at the expiry of the fixed deposit period
 - D. yearly.
- (740) A bank draft is a:
- A. cheque drawn by one bank on its outstation branch
 - B. cheque drawn by a customer on a bank
 - C. cheque drawn by the Government on a bank

D. cheque given by a company to another company.

(741) Endorsement means to

- A. sign on the face of the cheque
- B. sign on the back of the cheque
- C. sign on the top of the cheque
- D. sign nowhere on the cheque.

(742) A traveller's cheque is an instrument:

- A. issued by a bank for the convenience of travellers
- B. issued by a bank to a customer of a bank only
- C. issued by a bank to a foreigners only
- D. issued by a bank to known persons only.

(743) A safe deposit locker is a place :

- A. where a customer can earn interest on his deposits
- B. where a customer can keep his valuables in a bank
- C. where a customer can safely deposit money only
- D. where a customer can deposit anything

(744) Mail Transfer is essentially

- A. to transfer money from the due bank to its another branch on the request of the customer
- B. to transfer money between males only
- C. to transfer money from one bank to another voluntarily

D. to transfer money from the Reserve Bank to another bank

(745) A Pass Book contains

- A. a copy of the customer's accounts in a bank
- B. deposits of customers only
- C. details of loan taken by the customers
- D. only the name and address of the customer

(746) A pay-in-slip is necessary

- A. to deposit an amount
- B. to withdraw an amount
- C. to endorse a cheque
- D. to transfer an amount

Very Short Answer Type

(747) Name the type of the commercial bank which take care of the overall banking activities of a District.

(748) What should a banker obtain from a customer, at the time of opening his account to ensure itself about the genuineness of the cheques presented for payment.

(749) What is cheque presented for payment on 1.5.1987 but bearing the date 4.5.1987 known as

(750) Name the form which is used for depositing money in a bank account.

(751) Name the form by which a Savings Bank Account holder not enjoying cheque book facility, can

withdraw cash from his account.

Short Answer Type Questions

(752) Enumerate the Steps in opening a bank account.

(753) What steps are necessary in opening an account in the name of a minor?

(754) Name any two advantages of opening a Current Account.

(755) Enumerate the steps to be taken while getting a loan from a bank.

(756) A customer wants a foreign remittance to the USA regularly. Write the procedure.

(757) Name the documents a limited company is required to give to the bank when opening an account in the name of the company.

(758) You have received a crossed cheque from one of your local customers. The cheque has been drawn by him on a bank where you do not have an account. Enumerate the stages to get the money against this cheque.

(759) Name any four functions of the Reserve Bank of India.

(760) Enumerate any four functions of a commercial Bank.

(761) Explain the structure of Cooperative Banking (Bank Pyramid)

Work Assignment

(762) The chief accountant asks you to make a reconciliation of the

company's Bank Statement for the month just ended. Prepare the Reconciliation Statement.

Material required :

Bank Statements and Cash Book

(763) *Writing cheques*

Write the cheques listed on this page on behalf of your employer. Use the current date and sign the cheques in your own name. The cheque book balance is Rs.48510-25.

Cheque No. 1001 Rs. 50 to the Gas

Co. for supplying gas

1002 Rs. 1000 to the

Plumbing Co.

for repairs

1003 Rs. 200 to DESU

for power consumption

(Electricity Bill)

1004 Rs. 300 to the

P&T Deptt. for tele-

phone connection.

(764) Your company has engaged a Chartered Accountant Firm to go over the books at the close of the year. The auditors have just completed their work and you have been asked to make a copy of the balance sheet as prescribed in the Banking Regulation Act with three carbons, from the figures they have given you.

Material required :

Details of accounts

(765) Take a blank cheque. Fill it up first. Then on the reverse side of the cheque, show 4 types of endorsements.

Material required .

A blank cheque form.

(766) You are a book seller. You ordered for books from World Press, College Street, Calcutta-12 for Rs. 20,000/-. They have demanded a letter of credit. Go to your banker, ask for a letter of credit form suitable for this purpose, fill it up and show it to your Accountant for his approval.

Material required :

Letter of credit form

(767) Reliance Textiles has got 50,000/- shareholders who are entitled for dividend for the year ending 30th June. Go to your banker, collect a separate dividend Fill it up and give the specimen form for a dividend warrant.

Materials required :

- (i) Account opening form for declared dividend;
- (ii) Specimen form of dividend warrant.

(768) Your Financial Manager wants to send Rs. 60 lakh to the Bombay Office from Delhi. He is sending you to the company's banker in Delhi to enquire as to which method will be appropriate for the purpose considering cost, time or interest earning. You also bring with you the relevant demand draft/Mail Transfer/Telegraphic Transfer form and fill it up

and show it to your Manager for further action.

Materials required

T.T/M.T/D.D/Forms

(769) Mr Kishori Lal purchased goods from M/S Desai & Co , Bombay on 21st August, 1985 worth Rs. 5000 - and issued as cheque drawn on Bank of India. Fort Branch, Bombay.

Prepare the specimen of the cheque from the above information and cross it (simple crossing).

Materials Required :

Bank Cheque form

(770) You want to open a savings bank account with the bank. Collect the account opening form from the bank and fill it up.

Materials Required .

Account Opening form

(771) You have been asked to deposit Rs. 1000/- in the bank account of your father. Fill the pay-in-slip

Materials required .

Form of pay-in-slip.

(772) You are a Manager of the local branch of Bank of India, Surat. Mr. Dhotiwalla a new customer approach you and asks for a short term loan facility for Rs. 25000/-. Will you consider his request? Give reasons

Materials required : Nil

(773) Mrs. Smita Deshpande of

Bombay is going to visit Agra in the next week. She needs travellers cheque. She wants you to visit a branch of the State Bank a Bombay and make enquiry from them for getting travellers cheques and the procedure for their encashment. After returning from the bank advise Mrs Deshpande as to what she should do now. now.

Materials required :

Specimen of Travellers Cheque

(774) M/S Soni and Co. required a short term loan of Rs. 50,000/-. The

request for granting the loan is accepted by the bank. As an Accountant of M/S Soni & Co., collect the loan application form and fill it up properly.

Materials required :

Loan application form

(775) Mr. Ram Nath own some valuable articles like gold and silver ornaments. He wants to personal secretary visit the bank and collect the information, necessary form, etc., about keeping articles in safe custody.

Materials required : Nil

ANSWER KEY FOR OBJECTIVE AND SHORT ANSWER TYPE QUESTIONS -

Q No.	733	734	735	736	737	738	739	740	741	742	743	744	745	746
Key	C	B	D	A	C	C	C	A	B	A	A	A	A	A

(747) Lead Bank

(748) Specimen signature.

(749) Post-dated cheque.

(750) Pay-in-silp.

(751) Withdrawal silp.

(752) (a) Fill up necessary account opening form.

(b) Introduction by the customer of a bank or any known person.

(c) Depositing minium required amount.

(d) Giving specimen signature.

(e) Instruction, if any.

(753) (i) Declaration of the age of the minor.

(ii) Giving guardian's specimen signature.

(iii) Depositing minimum amount.

(iv) Evidence of guardianship.

(754) (i) Amount can be deposited and, withdrawn daily.

(ii) Overdraft facility may be available.

(755) (i) Giving an application for overdraft.

- (ii) Satisfying the bank regarding security.
 - (iii) Arrangement with bank for repayment.
- (756) (i) To see whether the bank is authorized in foreign exchange.
- (ii) Necessary permission from the Government/RBI may be obtained and given to the bank.
 - (iii) An instruction to be given to the banker to debit your account.
 - (iv) Details about the amount and the party to whom the remittance is to be made.
- (757) (i) Memorandum, Articles of Association.
- (ii) Account opening form duly filed in.
 - (iii) Board's resolution about opening and operating account.
- (iv) Specimen signatures of the persons who are authorized to operate the account.
- (758) Depositing the cheque in your Bank account by filling the pay-in-slip; Wait till the cheque is cleared.
- (759) (i) It is the apex bank of the country.
- (ii) It is a banker's bank and controls credit
 - (iii) It issues currency
 - (iv) It works as clearing house.
- (760) Accepts deposits, Makes advances, Helps in transferring money from one place to another Makes and accepts remittances on behalf of customer.
- (761) (i) Primary Cooperatives.
- (ii) District Cooperative Banks.
 - (iii) State Cooperative Banks.

